

Guideline Series

Guidelines for the Spouses of Command Master Chiefs (CMD CM) & Chiefs of the Boat (COB)



The History of Naval Services FamilyLine

Naval Services FamilyLine is a volunteer, non-profit organization dedicated to improving the quality of life for every Navy family. Formerly known as the Navy Wifeline Association, the new name was adopted in September 1999 to reflect the changing face of today's sea services.

FamilyLine was established in 1965 by a group of Navy wives who wanted to establish a channel of communication for all Navy spouses. The aim was to provide a welcome and introduction to Navy life and to increase the spouses' understanding of the Navy's mission.

This dedicated group established an office at the Washington Navy Yard and published a quarterly newspaper, providing information and assistance to wives who were moving overseas. These Navy wives had the foresight to see the need for spouse and family support and provided the ground work for what has developed into a world-wide family support network.

With the support of the Chief of Naval Operations and Navy leadership, along with the financial support of the Navy League, Spouses Clubs worldwide, and other Navy, Marine Corps, and Coast Guard organizations, Naval Services FamilyLine has continued to grow and flourish.

Admiral Elmo Zumwalt established the Ombudsman Program in 1970. The Chairman of FamilyLine was appointed Navy-wide Family Ombudsman-at-Large for the Chief of Naval Operations.

In 1988, the first Ombudsman Journal was published and the Navy-wide Ombudsmen Support Network was established.

For more than forty years, FamilyLine volunteers have maintained a worldwide support network for Navy, service members and their families. Today, the spouses of service members work together to continue this fine tradition.

This publication is distributed to you free by FamilyLine volunteers under the supervision of the CNO Navy-wide Family Ombudsman-at-Large. FamilyLine is a non-profit 501(c)(3) organization.

Donations are welcome and appreciated. They are tax-deductable and will be used to help defray the cost of printing this and other FamilyLine publications.

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TRAINING NEW CHIEFS

A major role of the Command Master Chief or Chief of the Boat is the training of new Chiefs. Every year in late July a new group of Chief selectees is announced. Navy-wide, over 5,000 will be chosen for this next step in their career. As you probably remember, waiting for this announcement can be very stressful. Nerves may stretch pretty thin during the wait, but the joy when your E-6 finds out their name is on the list! Everyone readily admits that for the selectee, the following six weeks will be pretty busy, but the CMDCM/COB and the other Chiefs will be putting in extra hours, too. Before we talk about how you can have a role in this transition, let's learn more about what's happening.

The purpose of the training season is to ensure that our newest chiefs are ready to perform at the level our Navy demands of them. In the 2003 Guidance for Chief Petty Officers, MCPON Terry D. Scott says the following to the Chiefs: "As Chiefs, we owe it to our nation and to our Navy to be personally committed to mission accomplishment. Each of us must also be personally committed to the professional growth and development of those we are entrusted to lead. This level of commitment within every member of the mess is important, it is what makes us effective leaders, it is what makes us Chiefs, and it is what is expected of us." The guidance goes on to explain what Chiefs' training entails. Although the following section is written to the service members, it is pertinent to your understanding of what they are going through. Please read it. If you have questions about any of it, talk to your spouse, your CMDCM/COB, the spouse of the CMDCM/COB, or another Chief's spouse.

BUILDING NEW CHIEFS

To maintain and even raise the already high standards of our CPO Mess, we must ensure that our newest Chiefs are ready to perform at the levels our Navy demands of them.

Every year we go through the essential process of transforming those newly selected into Chief Petty Officers. This annual process is also a source of renewal for our CPO mess. Over the years, this process has gone by many names: initiation, journey to the mess, rites of passage, season of pride, etc. By whatever name we may call it, the process remains at the heart of our culture. It is the process where we take the Navy's finest First Class Petty Officers and through developing, training, guiding and testing them, we bring them into our mess.

Before we receive a new ship from a builder, we put it to the test during acceptance trials. All systems are tried and tested to their limits, ensuring that vessel is ready to join the fleet. Each year, our newest Chief Petty Officers are put through a similar process of building and testing. Acceptance trials give the crew confidence in their new ship's mission capability. Our own annual version of CPO "acceptance trials," gives us confidence in the CPO select's ability to perform as a Chief.

When we look at it through this analogy, the culminating event for our CPO selects, induction, is their acceptance trials. It's their opportunity to prove that they are ready to assume the title and responsibilities of a Chief Petty Officer. Properly executed, this culminating event shows our confidence in them, and even more importantly, that they have the self-confidence to function as integral members of the CPO team.

Today we better prepare our new Chiefs with the knowledge, skills, abilities and tools that they will need to take on the responsibilities of a Chief on that first day after their pinning. We instill our core values and a sense of pride in our new Chiefs. We promote a healthy lifestyle by incorporating physical training into the process. We incorporate substantive training in the form of practical classroom training and exercises on developing their Sailors, specifically in the preparation of evaluations, awards/recognition, honors and ceremonies, counseling and mentoring.

Like last year, our goal is to develop for the Navy the best Enlisted Warriors who manage Sailor resources our nation deserves. Especially now that we find our country in conflict, we can ill afford to miss an opportunity to build the best possible Chiefs. We owe it to our new Chiefs, our Navy and most of all we owe it to our nation.

BATTLE STATIONS

Battle Stations is a test much like acceptance trials for a ship or CPO induction. Let's use the example of "Battle Stations" at Recruit Training Center, Great Lakes. The premise is the same for each of these events. Battle stations is a test, a challenge and a confidence builder. It is a significant emotional event for those who go through the process. One only has to witness the completion ceremony to see what it means for recruits to don the hat and assume the title "Sailor." For many of these new Sailors, the process will be repeated several years later in their careers as they are again challenged, tested and accepted and don the hat and assume the title of "Chief."

In the past year, a large number of Chief's inductions followed a variation of this model. Those new Chiefs were challenged to accomplish more as a team than they ever could as a group of individuals. For our new Chiefs, there is no comparison to the thrill and elation of excelling at a difficult challenge, centered on preparing them for their next step in their development as Sailors – Chief Petty Officers.

It would be difficult to describe in any level of detail the specifics of such an event as they would need to be tailored to the location and platform. What would be easy to put together ashore might be impossible aboard a ship. What may work aboard a destroyer, may not be well suited to a deployed submarine. It is up to the incredible imagination, creativity and initiative that is found in each and every CPO mess to design an induction process that not only challenges and welcomes new Chiefs, but would also hold up under the strictest scrutiny.

While our induction process must not contain anything to bring discredit to the

mess or the Navy, we do not wish to publicize exactly what CPO selects should expect. Just as our new Sailors at RTC (Recruit Training Center) are cautioned not to share their experience with recruits who haven't yet attained that level, we should protect our process in order to preserve the excitement and anticipation that is generated by its mystique.

-Passage from 2003 CPO Guidance

WHAT CAN I DO DURING THIS TIME?

Shortly after selection results are announced, the CMDCM or COB, preferably with their spouse, will schedule a meeting with all the new selectee spouses. This is a time for questions and discussions about what they can expect over the next few weeks. They should be made to feel comfortable to ask anything that concerns them. Advise them that some of the answers may be for their ears only, in keeping with the previous paragraph. Give the spouses a schedule of upcoming events of which they'll be invited to attend and/or assist with. They should receive contact information for you, if you're willing, in case they have any questions or concerns along the way. You and/or your spouse should check in with the selectee spouses from time to time in case they are hesitant to "bother" you with something "silly".

If you have time and are willing, try to attend some of the Chief Selectees events. Their spouses will be thrilled to have this chance to talk to you and ask you questions. Plus, you would be setting an example of support. Remember, they may not know each other at first, and these events are important to help them get to know each other, too. You can help break the ice for them.

FROCKING/PINNING CEREMONY

Now it is time to welcome our newest Chief Petty Officers in the CPO Mess. This event is called the Frocking or Pinning Ceremony. The ceremony, steeped in tradition, is a time honored event where the Commanding Officer and Command Master Chief or Chief of the Boat musters the crew so all can witness this meaningful event. Each new Chief is recognized and will receive their anchors and hat. Their families and friends are invited and encouraged to attend in order to share in this major milestone of their career. Traditionally, this ceremony is held on September 16 of every year, unless directed otherwise by the Master Chief Petty Officer of the Navy.

KHAKI BALL

The last organized event during this season is the Khaki Ball. This ball is traditionally held a few days after the newly selected Chiefs are frocked. This is an opportunity for the Chiefs' Mess to welcome the new Chiefs and their spouses into the Chiefs' community. The uniform is dress khakis for service members and civilian informal for spouses or guests. *(Some locations may go more formal, such as cocktail attire. A good rule of thumb to remember with this ball is to dress to the uniform. If your spouse is wearing khaki, a dressy dress, pantsuit or business suit is usually appropriate. Many people will ask you what you're planning to wear. Try to set the tone for the others to follow. This is not the time to wear a formal ball gown with all the frills.)* This is a major event in the new Chief's advancement and should be attended with pride and anticipation.



WHAT HAPPENS NOW?

Your spouse's career didn't stop at Chief Petty Officer (E-7). They continued to show leadership qualities and were selected and promoted to Senior Chief (E-8) and eventually to Master Chief (E-9). The selection for these ranks did not include taking a test as they did for Chief. The selection board for these promotions meets yearly and is made up of senior officers and Master Chiefs from each of the communities. Eligible candidates submit a package detailing their entire career which will be reviewed under strenuous and strict guidelines. The number of Senior Chiefs and Master Chiefs chosen for each rating varies year by year depending on the number of available billets in their rating for the up-coming fiscal year. The time leading up to each promotion was probably a bit stressful and may have taken several attempts, but success was achieved.

After reaching E-9, you may have thought that there would be no more advancement or promotion. With reference to pay grade, that is correct. The highest enlisted rank is E-9, including the Master Chief Petty Officer of the Navy. Many refer to the five enlisted service leaders (Navy, Marine Corps, Coast Guard, Army and Air Force) as "E-10", but there is no pay grade reflecting that. However, there are still many more job opportunities that require nomination, interviews and selection, the first being that of Command Master Chief and Chief of the Boat in the Navy, Command Master Chief in the Coast Guard, and Command Sergeant Major, for the Marine Corps.

Only an E-9 can apply for the position of CMDCM or the equivalent from the other services. The only exception to this is for the position of Chief of the Boat, or COB, on submarines. That person can be a Senior Chief (E-8). Upon selection to this program, the service member's rating classification (NEC) will change to a 9580 for a CMDCM or 9579 for a COB and they will continue to fill Command Master Chief positions in the future.

You may on occasion, find a Senior Chief or Master Chief temporarily filling a CMDCM position until a permanent CMDCM can be assigned to that command. In commands that are not eligible for a permanent CMDCM due to the number of personnel in the command, another Master Chief or Senior Chief may add some of those duties to their work load as collateral duties. In this situation, the person's NEC does not change and they are designated as the Command's Senior Enlisted Leader. They are often referred to as the Command Master Chief.

LEADERSHIP DEVELOPMENT

Now that your spouse has been selected for assignment as a Command Master Chief or Chief of the Boat, he/she must attend the CMDCM/COB Course in Newport, RI before reporting to their new command. The CMDCM/COB Course was developed in 2004 by the Senior Enlisted Academy to provide first time Command Master Chiefs and Chiefs of the Boat with a unique leadership development program that will help them make the leap from department leadership to command leadership. This “just-in-time” training experience focuses on their new duties and responsibilities utilizing comprehensive case studies and extensive interaction with prospective commanding/executive officers. Experienced post-tour Command Master Chief facilitators provide both mentorship and a challenging program that will help to ensure your spouse’s success as a Command Master Chief or Chief of the Boat.

COMMAND MASTER CHIEF SPOUSE LEADERSHIP COURSE

Any spouse of a student attending the CMDCM/COB course is invited to attend the Command Master Chief Spouse Leadership Course (CMCSLC) in Newport, Rhode Island. The spouses are invited to attend the second week of the active duty member’s course and the Navy currently funds travel, lodging, rental car, local per diem, mileage and tolls. The spouses are invited to attend the second week of the active duty member’s course.

The Navy is investing in your success by ensuring that you both smoothly transition into your CMDCM/COB tour! This is a rite of passage in your spouse’s career and should be just as satisfying an experience for you whether you choose to actively participate as a senior spouse or not.

The CMCSLC gives you the tools, resources, and information to assist you in making your first CMDCM/COB tour a rewarding endeavor. Networking, interaction, and information are all a part of the command support team approach at Command Leadership School. It is well worth the time and effort to invest in yourself and your Sailor by attending this course.

AFTER THE CMDCM/COB TOUR

You’ve finished your first CMDCM or COB tour and you both loved it. The challenges and responsibilities you faced, tempered by the rewards of a cohesive command and successful completion of duties, was exhilarating and you want to do it again! Great! Go for it! There are plenty of opportunities to stretch even further. In addition to the traditional CMDCM/COB billets, there are a few billets that are even more selective. These are CNO-Directed Master Chiefs (CNOCM), Force Master Chiefs (FORCM), Fleet Master Chiefs (FLTCM) and the Master Chief Petty Officer of the Navy (MCPON). The senior enlisted position in the Coast Guard is the Master

Chief Petty Officer of the Coast Guard (MCPOCG) and in the Marine Corps, we have the Sergeant Major of the Marine Corps (SMMC). Let's spend a few minutes talking about these positions.

The Chief of Naval Operations (CNO) and the MCPON have a joint panel which makes up the most senior enlisted personnel in the Navy. "It consists of approximately 28 CNO Directed Master Chiefs, 12 Force Master Chiefs and 3 Fleet Master Chiefs. However, these numbers and positions change with the mission needs of the Navy and organizational realignments." These Master Chiefs are considered to be the CNO's "goat locker" or Chiefs' mess. The positions represent designated headquarters and regional commands throughout the world.

The job openings are announced, and their current Commanding Officer must nominate the applicant. In order to be considered for one of these positions, you must have served at least one successful CMDCM or COB tour. A very detailed package is submitted and the acquiring Admiral makes the selection based on the package and personal interviews with the candidates. When selected for one of these positions, one becomes a member of the CNO/MCPON Panel. This panel meets twice a year, in full, and several other times throughout the year in smaller groups. These Master Chiefs represent the interests of the enlisted personnel entrusted to them in their claimancy or Area of Responsibility (AOR) and, as a group, the enlisted population of the entire Navy.

In the past few years, the spouses of these panel members have been invited to attend a yearly forum with their Sailor. They attend briefs jointly with the Master Chiefs, and separately. The topics discussed are planned to prepare the spouses, as senior leadership spouses, to interact with the issues and the people they will meet through these positions. Even if they are not an active participant in command activities, they may possibly live overseas and will most likely interact with Flag leadership, ambassadors, foreign dignitaries and foreign military leadership. The goal of having spouses attend this forum is to empower them to feel comfortable, knowledgeable about current Navy issues and secure in their chosen role for this position.



THE JOB OF COMMAND MASTER CHIEF AND CHIEF OF THE BOAT

The CMDCM/COB, by position, is the senior enlisted Sailor in the command. Normally, commands with a minimum of 250 personnel will have a designated CMDCM/COB (NEC 9580). COs of smaller commands will assign the responsibilities of CMDCM/COB as a collateral duty to another senior enlisted command member. There are exceptions to this rule as pertains to some forward deployed units.

The CMDCM/COB assists the Commanding Officer (CO) in all matters pertaining to the growth and development of the Sailors in that command. The CMDCM/COB is responsible to:

- Lead Sailors and apply their skills to tasks that enable mission accomplishment;
- Promote the professional growth and personal development of Sailors;
- Communicate the mission requirements, policies, core values and standards; and
- Strengthen and support the chain of command through aiding in the formulation and implementation of policy.

While the primary job is to take care of people by solving problems at the lowest level of the chain of command, the CMDCM/COB has the ear of the highest level of the chain of command as well. The CMDCM/COB is not expected to know all the answers or to solve all the problems, although they normally have a very high level of understanding of Navy policies and issues. Through networking, they strive to find the answer and to direct personnel to the appropriate agency. Long hours and flexible schedules are the norm. They will work many weekends and holidays. They will be heavily involved in planning command ceremonies and social events.

How can this be a fun job? A good CMDCM/COB soon realizes they need to learn to balance their work with their personal time. Quality time for relaxation and family life is essential to their well-being. Your support and understanding of the demands of this job will help in making this a successful and enjoyable tour. Plan to take some special time off together, and do not be discouraged if the plans must be postponed at the last minute. Keep trying! And most important, watch your spouse for signs of burnout, and insist on some time off. It won't be easy to take leave during this tour, but an early afternoon now and then, or a weekend away will go a long way in ensuring your Sailor's well-being.

COMMAND MASTER CHIEF'S SPOUSE

WHAT WILL YOUR CONTRIBUTION BE?

There is no single answer to this question. You and your spouse will design your own level of leadership commitment during this tour. It's very important that you each understand your expectations of each other as you head into this new assignment. As always, we will give you suggestions as to how you can be involved, but you must determine how much time you have to give, and how far your comfort level will reach. Your experience of "coming up through the ranks" with your husband or wife is invaluable and can be a positive source of advice and common sense to the spouses of junior Sailors. Just as the CO's and XO's spouses are looked to for leadership and support, so is the spouse of the CMDCM/COB.

You may decide to jump in with both feet, or you may sit back and test the waters for a while before making any commitments. You may be involved in many things, or choose one or two areas to volunteer. You may decide to not be active in anything. If you choose to be involved, some of the areas you may consider are:

- Mentor the spouses of the Chief Selectees during and after training season
- Edit the Ombudsman or FRG newsletter
- Advisor to the Ombudsman or Key Volunteer
- Advisor to the Family Readiness Group (FRG) and other enlisted support groups, and Staff non-commissioned officer (NCO) Spouse's Club
- Forming an FRG or Spouse's Club if one does not exist
- Attending command activities, such as retirements, change of command, social events, etc.
- Volunteering in Naval and/or civilian community organizations such as:
 - Navy Marine Corps Relief Society (NMCRS)
 - Fleet and Family Support Center (FFSC)
 - Naval Services FamilyLine (NSFL)
 - USO
 - COMPASS
 - Thrift Shops
 - American Red Cross (ARC)
- **Active involvement in the Command Support Team** – this is so important that we've added an entire section about it. Please read on...

COMMAND SUPPORT TEAM

The Command Support Team (CST) is designated by the Commanding Officer. Typically it will include the CO, XO, CMDCM/COB, Chaplain, their spouses, and the Command Ombudsman. Command sponsored spouse group leaders may also be designated to be members of the team. This team helps to build and maintain the well-being and morale of the command families and the command. They support the command by keeping lines of communication open between the family members and the command and ensuring the command is aware of the needs of its family members. The volunteer spouse members of the team will work closely with the CO, XO, CMDCM/COB and Chaplain to provide support to the command families.

If a “traditional” spouse of the CST is not present, the CO may choose to select another spouse of a senior command member to be responsible for some of the roles of that spouse. The CO should appoint all volunteer members of the Command Support Team in writing to assist them in performing their roles when representing the command.

The volunteer spouses should meet regularly in order to establish a working relationship with each other and show command families a strong, cohesive team working for them, especially during a time of crisis or stress.

These spouses may consider attending Ombudsman Basic Training, preferably with their command Ombudsman. This training will provide guidelines and direction in dealing with important family issues and emphasizes the importance of confidentiality. It will also enable team members to stand in for each other when they are unavailable for short periods of time such as leave, family illness, etc. If an Ombudsman must resign with no notice, a trained member of the CST can then be appointed by the Commanding Officer to fill in for them until another Ombudsman is selected and trained.

The enthusiasm and positive spirit of the entire Command Support Team benefits the younger spouses and single personnel as well as strengthen the cohesiveness of the command. The presence of friendly and interested leaders is important, particularly during deployments. Volunteer Command Support Team members want to share their experiences with others and be helpful and accommodating to the families and single personnel, especially those who have been recently welcomed into the military life. The Command Support Team plays an important part in a command’s readiness and should be encouraged and supported by the command.

INTRODUCTION

Greetings to the spouse of the Command Master Chief or Chief of the Boat. Your Sailor is embarking on a very challenging, yet very rewarding tour of duty. It will stretch him, or her, in ways that neither of you thought were possible. You too, will feel a tug from time to time. Thus a book from the Guidelines series was written to focus on you, the spouse of the Command Master Chief (CMDCM) or Chief of the Boat (COB). This book has been around for several years, now. We hope this latest revision, by other CMDCM and COB spouses, will help you learn about the up-coming tour and assist in making it as fulfilling and rewarding as possible.

As you prepare for this tour, the most important thing to remember is to be yourself. In today's Navy, Marine Corps and Coast Guard, there is no longer a "traditional" CMDCM/COB spouse. We all have different personalities and backgrounds, different lifestyles, and different family needs and responsibilities. Some of us have careers, some have jobs, and some stay very busy at home. Some of our CMDCMs/COBs will be accompanied, some are single, and some will be geographical bachelors (geo bachelors or unaccompanied). If you are interested in taking an active part within the command, there is a role for you and we will spend the length of this book discussing that. If you are not interested in being involved, we will also discuss how to handle that decision so as not to cause any discord within the command. Take the time now, before reporting to the command, for you and your spouse to discuss together, what your role will be. Set your goals and priorities, and then follow them.

Feeling somewhat overwhelmed and more than a little intimidated by this up-coming tour is normal, but face it with humor and enthusiasm and we'll try to dispel as many of your fears and answer as many of your questions as possible. This tour is truly a rewarding one for you and your CMDCM/COB, and we hope you will enjoy this excellent opportunity to enjoy a truly unique adventure.



DO YOU HAVE TO BE INVOLVED?

Positively no! There was a time when a military member's career could be damaged if the spouse did not conform to an image of a perfect spouse. That is no longer the case. Activities of a spouse cannot be included in an evaluation.

Another consideration is how your military spouse feels about your involvement. Some service members do not want to hear about the shop/command when they are at home. If your spouse wants to get away from it all at home, go slowly.

What you do for your command is totally voluntary and should be based upon what you and your military spouse agree is right for your family's circumstances. Further, in this day of big mortgages and the need for two incomes in a family, do not feel guilty if you cannot participate. Decide what you want to do and enjoy the command.

YOU HAVE CHOSEN NOT TO TAKE AN ACTIVE ROLE

Whatever your personal circumstances (a full-time career, a unique family situation, etc.), you have decided not to get involved. If you are not going to be active, then it is appropriate for the Commanding Officer to ask the spouse of another senior CPO/Senior Staff NCO to assume this leadership position. This designation should be in writing and given to the Squadron or Group Commander, clearly outlining the CO's intent with regard to this spouse and the responsibility they will carry.

YOU HAVE NOT Co-LOCATED WITH YOUR SPOUSE

This is a more common occurrence today than in the past. Spouses, for personal reasons (job, schools, etc.) have decided not to move with their service member when they go to a new job. Should this be your case, it is appropriate for the Commanding Officer to ask the spouse of another senior CPO/Senior Staff NCO to assume this leadership position. As noted in the previous paragraph, this designation should be in writing.

SUGGESTION: Although you are not in the area, you may still want to be kept informed of the command's activities. Arrange with a member of the Command Support Team to keep you up-to-date on command news and activities. If there is the occasion to visit during an activity or function, feel free to ask to be included and get to know the command better. Please be sensitive to the person who has accepted the role of senior enlisted spouse leadership. Enjoy the activities and friendships but avoid undermining their efforts and hard work.

HELPFUL HINTS

To help you succeed in whatever you choose to do in your new, more visible role in the military, below is a suggested list of guidelines. While they are excellent tips for a happy life in general, they have now taken on new importance.

- **Take care of yourself and your family.** It is wonderful to get involved in your spouse's command and all the community activities available, but remember to take time out for you and your family. Don't feel guilty about it and don't feel as though you have to apologize. People will understand. They have families, too.
- **Be yourself.** Don't pretend or put on an act. People can spot insincerity a mile away. Remember, there is no "perfect" CMDCM/COB spouse.
- **Be friendly and approachable.** As a member of the support group and leadership team, you may be sought out by other spouses for answers. Gracious, friendly, and approachable behavior is always appreciated. No one appreciates a spouse who "wears the rank."
- **Do not gossip.** Remember the old adage "loose lips sink ships." Spouses in key positions often have access to information that should not be discussed publicly. It is important to differentiate between information that needs to be shared and gossip. Here's a good rule of thumb. If it would embarrass someone or supply confidential information, don't repeat it. If you hear of people gossiping, try to discourage it. Think before making casual remarks, especially around new or junior spouses. Sometimes, these "light remarks" may be taken very literally or more seriously than intended.
- **Be positive.** Whether you are discussing people, the command, the area you live in, or military life in general, speak positively or just say nothing. Negativity only creates unhappiness and bad feelings. If you have negative thoughts, keep them between you and your spouse.

PRACTICAL TIPS AND SUGGESTIONS

- Keep the phone numbers of help and support organizations, that you would likely use as referrals, by your home phone along with a copy that is portable. It is up to the CO whether or not you will have access to the command roster. It is advised that you take the privacy act training that is available online. If it is determined that you may use the official command roster, it must be for official use only, and must be kept under lock and key while you are not using it.
- Try to support the various military appreciation days such as Military Spouse Appreciation Day, Ombudsman Appreciation Day, and the Month of the Military Child. Your support and/or participation sends out a positive message.
- If you are employed, you might want to make your employer aware of your role. Many times you may be called upon during working hours. By explaining what may

be needed of you, especially during deployments, your employer may allow an extra few minutes on the telephone. If made aware, they are usually very supportive. If you are not available at all during work hours, let the rest of the team know.

- Whether you are a new or experienced spouse, educating yourself in all facets of military life is helpful. If you are a new Navy, Marine Corps, or Coast Guard spouse, this is a big undertaking. There is much to learn about medical benefits, housing, the military establishment, commissary pricing, Navy Exchange, military publications for families, Child Development Centers, Navy-Marine Corps Relief, Coast Guard Mutual Assistance, MWR services, social services, and what the nearby community has to offer needy families. Much of this information is available at Fleet and Family Support Centers. It is also available through the Ombudsman training course and Navy COMPASS. COMPASS is a free, spouse-to-spouse mentoring class chock full of helpful information.
- If you are a long-time Navy, Marine Corps or Coast Guard spouse, you may have learned a lot of this by observing others' experiences, but new programs are being added on a regular basis. People may ask you many questions, so be prepared to send them in the right direction for answers.
- It is important to remember the young people, single as well as married, who are many miles from home. It can mean a lot if the senior people in the command and their spouses make a point of spending a few moments with them at command outings. At picnics, sporting events sponsored by the ship, or command, parties, etc., make an effort to visit around and be friendly to all of the people there. Pay special attention to families new to the command. A smile or handshake and a few cheerful words are extremely important. It means a lot that you took the time to care.

SOCIAL ACTIVITIES: IDEA AND SUGGESTIONS

Each command is unique. Give yourself time to recognize the command norm and climate prior to becoming deeply involved in the social planning processes. Each spouse group plans its own social gatherings outside of regular command functions. In some instances, a command may offer a flavoring of both.

There are many ways for the CMDCM/COB spouse to plan an important role within the command's social activities.

The following ideas are options:

- Work with the FRG to start a "Welcome Wagon" to greet families new to the command and to help them get settled. This involves more spouses and the duties of welcoming are shared.

- Have a social for the Chief's Mess and spouses. If the Chief/Senior Staff NCO's Mess is too large to invite all of them to your home, perhaps you could invite the E-8's and E-9's or just spouses for coffee to get acquainted. Potluck dinners are great icebreakers.
- Have a reception for new Chief/Senior Staff NCO selectees and spouses during the induction period.
- It is important to show support of the new Chief selectees and their spouses by attending the Chief's pinning ceremony, welcoming new spouses into the Chief's community.
- Set up a picnic or luncheon for the CPO/Senior Staff NCO spouses.
- Assist with a Khaki Ball or Chiefs' Mess night.
- As the ship's schedule permits, plan a nice night out with each couple paying its own way.
- If a fellow citizen is in crisis, has had a life altering event, etc., the FRG may convene to volunteer and organize assistance in response to that family's needs (food, mow grass, child care, etc.) until out of town family members (if available) are able to arrive and assist.
- Join in the planning of command activities.
- With the permission from the CO, you may assist/begin an FRG. This effort should be in conjunction with the other Command Support Team (CST) members, CO, XO, and Ombudsman. Once the FRG has been established, all CST members should work together in a supportive, advisory role.
- Attend changes of command, retirements, re-enlistments, and awards ceremonies, as your schedule permits.



You will most likely be making your home in many places, including foreign countries, and will want to have some idea of what to do and what to expect. The social customs of the Army, Air Force, and other uniformed services, are similar to our own sea service customs. When moving overseas, most Fleet and Family Support Centers will offer an indoctrination class to the local culture. It is highly recommended that you attend along with your spouse, and even your older children. The information is invaluable in achieving a quick adjustment to your host country and its culture.

While rules of etiquette are important to follow, always keep in mind that no rules will replace a warm heart, a friendly smile, and the sincere desire to share in the fellowship and camaraderie of the sea services.

INTRODUCTIONS

Knowing how to introduce other people is a basic part of good manners. Generally, there are no hard and fast rules for introductions, except in military and diplomatic protocol. Here are some tips and guidelines for introductions and introducing people in various situations.

Introducing Members of the Military

When you introduce members of the military to someone, introduce them by rank or title. When an enlisted person is being introduced to an officer, this is especially important, because professionally they do not address each other by their first names. By giving titles, rates, and ranks, you provide the necessary information to both parties.

Introducing Military Spouses

When meeting other military spouses, you should do what comes naturally. A little sensitivity and tact will tell you when it will be comfortable and appropriate to be on a first name basis. However, when first introduced to a spouse older than you, it is best first to address them by Mr. or Mrs.

Other Practical Tips & Suggestions

- A lady who is being introduced to a group extends her hand and greets each person. If the group is large, only those nearest the newcomer should rise (if seated) and say “Hello.”
- Whether you are a man or a woman, a firm handshake should accompany a greeting. A man usually waits for a woman to offer her hand. When two women are introduced, the older woman should extend her hand first.
- If in doubt about the need to introduce someone you know to someone standing near you, introduce them.

- When greeting a person you have met in the past but do not see often, reintroduce yourself in your greeting. This puts the person at ease in case they do not remember your name. Also, by stating your name, they will be cued to say their name in case you have forgotten.
- It is always proper to include the rate or rank of a military person whom you are presenting: “Mrs. Kelly, may I present Petty Officer Jones.”
- As a final suggestion, it is helpful if you include in your introduction a brief comment about the person you are introducing. It helps put people at ease and can help new people find common ground.

ATTIRE GUIDELINES

Frequently, you will receive invitations to various social events, military and civilian. Accept, if at all possible, as this will give you an opportunity to meet new and interesting people. The attire for these invitations is usually specified and can range from informal to formal depending upon the time of day and geographic location.

Very Formal Occasions

Occasionally, a very formal evening event, after 6:00 p.m., will require full dress evening wear specified as “White Tie.” This is very seldom worn except by flag officers or those in the diplomatic corps. When required, white tie is worn to evening dances, weddings, dinners, receptions, and on state occasions.

Military: formal dress uniform.

Civilian: Gentlemen wear a tail coat with matching trousers, a white waistcoat, wing collared shirt and white bow tie. Ladies wear very formal evening gowns.

Daytime Formal Occasions

For a formal daytime function such as a wedding, the following applies:

Military: Seasonally appropriate Service Dress Uniform.

Civilian: Gentlemen wear cutaways. Ladies wear dresses or suits appropriate to the occasion as styles dictate.

Evening Formal Occasions

The attire specified for a formal evening function is “Black Tie.” This may be worn to formal events after 6:00 p.m. such as dinners, receptions, dances, or weddings.

Military: Seasonally appropriate Dinner Dress Jacket Uniform.

Civilian: Gentlemen wear dinner jackets or tuxedos. Ladies wear formal evening gowns.

Ceremonial Occasions

For occasions of state, ceremonies, and solemnities, parades and review, military personnel participating wear the seasonally appropriate ceremonial uniform.

Military: Seasonally appropriate Service Uniform.

Civilian: Gentlemen generally wear dark business suits. Ladies wear dresses or business suits appropriate to the occasion, as styles dictate.

Informal Occasions

Business and informal occasions in the afternoon such as luncheons, receptions, or dinners will call for “Informal Attire” or “Civilian Informal.”

Military: Seasonally appropriate Service Dress Uniform

Civilian: Gentlemen wear dark business suits. Ladies wear afternoon dresses or business suits; or for evening events, dressy dresses, business suits, or long skirts appropriate to the occasion, as current styles dictate.

Casual Occasions

Nowadays, casual functions may include dinner parties, picnics, barbecues, sporting events, etc.

For gentlemen, “casual attire” may range from an open collar shirt or sweater to a sports coat. For ladies, attire may range from slacks or dressy walking shorts to casual skirts. (Shorts and jeans are inappropriate unless specifically indicated by the host/hostess.)

Note: In many areas of the country, dress requirements can vary for the “casual” social occasions. For example, in one part of the country, “casual” may mean shorts and sandals, and in another area may mean dressy slacks or skirts. When in doubt, inquire as to the local custom or ask your host/hostess.

Retired Military Personnel

Retire military personnel, not on active duty, may wear the prescribed military uniform to military functions as considered appropriate. Such occasions may include commissioning ceremonies, military weddings, or receptions in which military guests are expected to be in uniform.

FLAG ETIQUETTE

The following guidelines are important to know and observe. As the spouse of a CMD/CM/COB, other spouses may look to you for guidance in the right thing to do in certain situations. If you are in doubt as to the proper protocol, look to a senior spouse for guidance. Just remember, there will be times when *you* are the senior spouse. It just takes a few minutes to brush up on these instructions. Please take the time to do so, thus honoring our flag appropriately, and teaching others by your example.

During a ceremony, when the flag is being hoisted or lowered, or the flag is passing in a parade or review, all persons present, except those in uniform, should face the flag and stand at attention with the right hand over the heart. Those present in uniform should render the military salute. You will place your hand over your heart when flag is six paces away on one side, and remove it when flag has passed you by six paces. During honor ceremonies, those in uniform show respect to flags of other countries with a salute. All others should stand at attention.

This includes morning and evening colors observed on all military installations. Morning colors is the daily ceremony of raising the national flag. Evening colors is the ceremony in which the flag is lowered and put away for safekeeping. The national anthem is played during each of these ceremonies. It is important whether on foot or in a vehicle that everyone observes colors. While outdoors, one should show respect by stopping any activity and standing and facing the flag or music. Vehicles that are moving should stop and passengers silently observe as proper etiquette during colors.

If you are on an overseas base, your host country's anthem will also be played with our anthem. Please render it the same respect you show our anthem.

NATIONAL ANTHEM ETIQUETTE

When the flag is displayed during the playing of the national anthem, all present, except those in uniform, should stand at attention with the right hand over the heart for the duration of the entire song. Men not in uniform should remove their hat with their right hand and hold it at the left shoulder, the right hand being over the heart. Persons in uniform stand at attention and render the military salute at the first note of the anthem and hold their salute until the last note is played. When the flag is not displayed, those present should face the music and act in the same manner they would if the flag were displayed. The same marks of respect prescribed during the playing of the national anthem should be shown during the playing of a foreign national anthem.

SERVICE SONG ETIQUETTE

It is customary for service members to stand when their service song is played. Family members may also rise. On some occasions, all service members may stand during the playing of all service songs. Take your cue from those around you.

The service songs are:

Navy—*Anchors Aweigh*
 Marine Corps—*Marines' Hymn*
 Army—*The Army Goes Rolling Along*
 Air Force—*The U.S. Air Force*
 Coast Guard—*Semper Paratus*

TRADITIONAL SOCIAL EVENTS

DINING IN: On occasion, the Chiefs' Mess of a unit, command, or several small commands will meet for a Dining In. Only military personnel attend a Dining In. This is a formal military dinner. The service members wear their dress uniforms and observe a great deal of protocol. A ritual of toasting and speeches is the main feature of the dinner. The dinner consists of elegant food and wine. For all its formality, a Dining In is usually a festive affair that everyone enjoys.

DINING OUT: A Dining-Out is the same as a Dining In except that the spouse or a guest is invited and encouraged to attend. Formal attire is required for this event. This event builds camaraderie with the fellow CPOs and their spouses or dates and is a very important opportunity to form a more cohesive Chiefs' Mess.

NAVY BALLS: The Navy has several traditional balls, which are a testimonial to our naval heritage. The most significant is the Navy Birthday Ball, usually held in October to celebrate our Navy's birthday. This ball is a very formal event, which includes a guest speaker, a variety of toasts to many facets of military life, a recitation of The Lone Sailor Table, and a cake cutting ceremony in which the oldest and youngest sailors present are honored with cutting the birthday cake. Dress for this event is formal. (An explanation of The Lone Sailor (POW/MIA) Table follows at the end of this section.)

KHAKI BALL: The traditional Khaki Ball is normally held a few days after the newly selected Chiefs are frocked. This is an opportunity for the Chiefs' Mess to welcome the new chiefs and their spouses into the Chiefs' community. The uniform is service khakis for service members and civilian informal for spouses or guests. This is a major event in the new Chief's advancement and should be attended with pride and anticipation.

MISCELLANEOUS BALLS: Other commands and service organizations may hold specific balls throughout the year, such as the Submarine Birthday Ball, the Seabee Ball, etc.

THE LONE SAILOR TABLE (POW/MIA)

Props: *1 small round table, 1 chair leaning against the table, white table cloth, table set for 1, salt shaker, 1 lemon slice, black vase with yellow ribbon, black napkin, red rose, water glass inverted on table, recording of Taps - Some Gave All.*

Script: Those who have served and those currently serving the uniformed services of the United States are ever mindful that the sweetness of enduring peace has always been tainted by the bitterness of personal sacrifice. We are compelled to never forget that while we enjoy our daily pleasures, there are others who have endured and may still be enduring the agonies of pain, deprivation and internment.

- Before we begin our activities this evening, we will pause to recognize our POW's and MIA's.
- We call your attention to this small table, which occupies a place of dignity and honor near the head table. It is set for one, symbolizing the fact that members of our armed forces are missing from our ranks. They are referred to as POW's and MIA's. We call them comrades.
- They are unable to be with their loved ones and families tonight, so we join together to pay our humble tribute to them, and bear witness to their continued absence.
- This table, set for one, is small, symbolizing the frailty of one prisoner, alone against his or her suppressors.
- The tablecloth is white, symbolic of the purity of their intentions to respond to their country's call to arms.
- The single red rose in the vase, signifies the blood that many have shed in sacrifice to ensure the freedom of our beloved United States of America. This rose also reminds us of the family and friends of our missing comrades who keep the faith, while awaiting their return.
- The yellow ribbon on the vase represents the yellow ribbons worn on the lapels of the thousands who demand with unyielding determination a proper accounting of our comrades who are not among us tonight.

MISSION STATEMENT

THE MISSION OF THE NAVY IS TO
MAINTAIN, TRAIN AND EQUIP
COMBAT-READY NAVAL FORCES
CAPABLE OF WINNING WARS,
DETECTING AGGRESSION AND
MAINTAINING FREEDOM OF THE SEAS.



- A slice of lemon on the plate reminds us of their bitter fate.
- The salt sprinkled on the plate reminds us of the countless fallen tears of families as they wait.
- The glass is inverted - they cannot toast with us this night.
- The chair is empty - they are not here.
- The candle is reminiscent of the light of hope which lives in our hearts to illuminate their way home, away from their captors, to the open arms of a grateful nation.
- Let us pray to the Supreme Commander that all of our comrades will soon be back within our ranks.
- Let us remember and never forget their sacrifices.
- May God forever watch over them and protect them and their families.
- Play Taps and “Some Gave All.”



THE NAVY FAMILY OMBUDSMAN

THE HISTORY OF THE OMBUDSMAN

In 1970, then Chief of Naval Operations, ADM Elmo Zumwalt, recognized issues and concerns that are unique to Navy families. In response to those issues, he established the Navy Family Ombudsman program. This volunteer program is designed to provide better communication between Navy families and Navy officials. With extensive training and support programs, the Navy Family Ombudsman is a highly trained volunteer who is able to offer support and guidance to command families and to act as an official liaison between the command and its families. The flexibility to evolve with the Navy and to adapt to the uniqueness of each command is the source of strength that allows the Ombudsman Program to fulfill its mission of assisting the command by serving the needs of its families.

Before the program's inception, the spouses of the CO, XO or CMDRCM/COB invariably performed the function of the ombudsman. Today, these leadership spouses are discouraged from holding the official title of Ombudsman, although they are encouraged to act as advisors to the ombudsman, even attending Ombudsman Basic Training, when possible. By being familiar with the program, they can step in for the ombudsman for a few days or weeks in case of vacation, illness, family emergency, or another situation which would leave the command without an ombudsman for a short period of time.

THE ROLE OF THE OMBUDSMAN

The commanding officer will shape the ombudsman position for his or her particular command. It is the CO who determines the priorities of the program, the roles and relationships of those involved in it, and the type and level of support it will receive. The Ombudsman Instruction, 1750.1F, signed in March 2007, lists guidelines and allowable reimbursements to help COs determine how their program will run. The CO will also determine how many ombudsmen to have for the command. Smaller commands usually have one or two; larger commands like an aircraft carrier will have more. Sometimes the correct number to select depends on the person doing the job and how much work they feel they can handle. It's important to note that with the signing of the latest instruction, all commands are required to have an Ombudsman. When the command is unable to satisfy the role of Ombudsman within the command family there are several options:

- a. Request that the regional Ombudsman or an Ombudsman from another command fill that position (CO requesting must ask permission of the Ombudsman's CO prior to approaching them for assistance).
- b. File a special waiver for an individual outside of the command (retiree, parent, brother, sister, friend, etc.) be able to train and satisfy their requirements of that position for the command.

Although the ombudsman is appointed by and works for the CO, the CMDCM or COB is most often designated as a point of contact for the ombudsman. Even though the CMDCM or COB will handle the day to day issues that may occur, the CO is encouraged to meet with the ombudsman on a regular basis to ensure that everyone is in agreement with how the program is running. An open door policy and regular communication lend to a successful relationship for all concerned. As a new CMDCM/COB spouse, it is helpful to you if these roles and relationships are made clear, and are understood by all of the members of the Command Support Team.

The ombudsman position covers a wide variety of duties that include:

- Attending Ombudsman Basic Training and understanding the ombudsman instruction manual
- Attending monthly Assembly meetings to receive up-to-date training and notification of changes in Navy policies that may affect families
- Taking part in crisis management training in order to be prepared for any crisis that may occur
- Meeting with the CO and CMDCM/COB regularly
- Relaying information to family members as directed by the CO
- Being familiar with local resources
- Publishing a monthly command newsletter
- Sharing pertinent information with the Family Readiness Group
- Taking on-going phone calls and emails from spouses and family members
- Works closely with the CST spouses so that there is unity in the common goals that were set.

WORKING WITH THE OMBUDSMAN

Your involvement and support of the Ombudsman Program can be a valuable asset. Also, your assistance to this program is another route for you to enhance the welfare of the command's families. Once you and your spouse have mutually determined what your role will be, it is important that all those involved in the Command Support Team sit down together and discuss each other's part in providing for the morale and welfare of the families and single personnel in the command.

Some important things to consider and discuss when meeting with the Ombudsman are:

- Remember, they are volunteers who have chosen to give their time to the command and their families.
- Confidentiality restrictions prevent the Ombudsman from disclosing the identity of any cases in discussion with you, unless specifically instructed by the Commanding Officer.
- Your experience and knowledge of the Navy, its support programs, and what it is like to raise a family in the Navy are important assets for the Ombudsman.

- Your openness to being called by the Ombudsman when they are feeling personally stressed can also help preserve morale. But, as always, confidentiality must be preserved and gossip must be avoided.

YOU SHOULD KNOW . . .

- The Ombudsman position is not a social one. They are not responsible for planning and organizing social activities for the command. They are welcome to help, but it is the responsibility of the other spouses to plan and initiate spouse and/or command social activities. They should not be homecoming chairman.
- You are encouraged to attend the Ombudsman Basic Training class with your Ombudsman. This course is offered through your local Fleet and Family Support Center. The current instructive time is around 17-18 hours. The times and day/evenings of the class may vary, as well as how often the courses are held at your local FFSC. An Ombudsman coordinator will be able to give you that schedule.
- If your command is remote, you can arrange for a trainer to come to your area
- Depending on the physical space at your FFSC, anyone can take the Ombudsman training. Only the Ombudsman with an official designation from the CO will get seating preference. It is good to encourage people to take this training. If for some reason your Ombudsman must step down, you will have someone that is trained and ready to support. Additionally, having spouses that are familiar with the program will lend respect and credibility to the role that the Ombudsman takes when volunteering for that position.
- Try to attend the graduation of the Ombudsman from training. It communicates tremendous support. An inexpensive bouquet of flowers to mark the event is always appropriate and appreciated.
- If at all possible, you and/or the CO and XO's spouses should attend the monthly Ombudsman Assembly meetings with your ombudsman. Not only will this keep you up to date on changes and policies, but it will show a tremendous support to your ombudsman.
- Certain situations are known as reportables, meaning that if they occur, they must be reported to the proper entity. These things are listed in the Ombudsman Instruction 1750.1F and are as follows:
 - 1) All suspected child abuse/neglect
 - 2) Alleged spouse abuse
 - 3) Suspected/potential homicides or life endangering situations
 - 4) All suspected/potential suicide risks
 - 5) Issues identified by CO as reportable

If you witness any of these situations, or any other incident as determined by the CO, please contact the program representative or ombudsman, immediately, for assistance.

THE MARINE CORPS KEY VOLUNTEER NETWORK

THE HISTORY OF THE KEY VOLUNTEER

The Key Volunteer Network has its origin in the Key Wife Program begun at MCAS Cherry Point in the late 1970s as part of the Family Readiness Support Program. It has evolved during the past decade into a Marine Corps-wide program. Marine Corps Order 1754.2 sanctions and sponsors the Key Volunteer Network. It provides official sanction for Key Volunteers and authorizes funding, based on availability, for certain, specific needs. The basic role of the Key Volunteer has been defined. Commanding Officers have been educated about family support and communication networks with three manuals published. They are: The CO's Reference Guide, The Key Volunteer Reference Guide and The Key Volunteer Participant's Guide.

There are specific training requirements for all Network Volunteers. There is, also, the flexibility to structure the program for specific locales and for advanced training as requested or required. There are sections in all the manuals that are tailored to the unique requirements of the Marine Corps Reserve, Marines on recruiting duty, and other Marines on independent duty.

It is vitally important that all Commanding Officers, no matter what size command or staff element they are responsible for, realize that this is their program. The purpose is not to be a burden to the Commanding Officer or CO's spouse, but to assist the entire unit. The primary focus is to help families become self-sufficient and to match available resources to the needs of family members. Often, the Commanding Officer's spouse or a senior staff noncommissioned officer's spouse will act as an advisor to provide feedback to the Commander and to convey a positive attitude toward the program.

THE KEY VOLUNTEER COORDINATOR

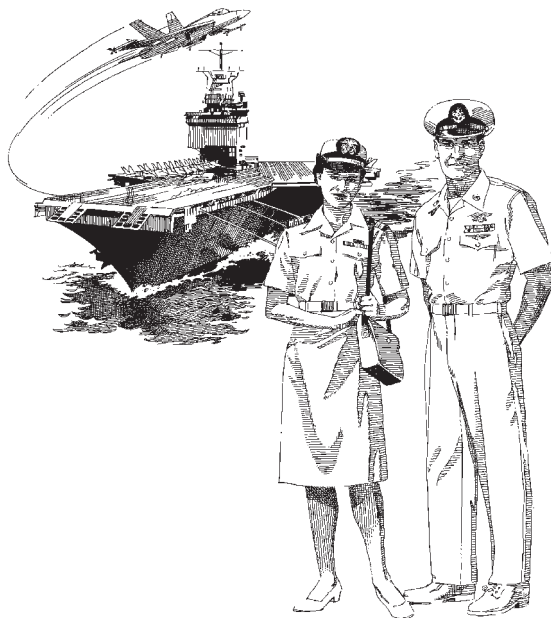
The Key Volunteer Coordinator for the unit is selected and appointed in writing by the Commanding Officer. Coordinators can be spouses of either an enlisted Marine or an officer. They are charged with being the liaison between the Commanding Officer and the Key Volunteers of the unit. Other duties may include organizing a Network, coordinating training through the Fleet and Family Support Center, developing and distributing a unit newsletter, and recognizing Key Volunteers and their contributions.

All units have a Family Readiness Officer (FRO), selected by the Commanding Officer, who serves as the primary military Point of Contact (POC) between the Key Volunteers and the command/staff element. The FRO is responsible for providing a monthly updated roster of spouses, which includes addresses and phone numbers, to the Key Volunteer Coordinator. The FRO provides administrative assistance to the Key Volunteer Network and is responsible for educating Marines in the unit about their family readiness responsibilities.

KEY VOLUNTEERS

Key Volunteers are recommended by the Key Volunteer Coordinator and are appointed in writing by the Commanding Officer. They act as good role models for inexperienced spouses and are expected to respect the confidentiality of all members of the command or staff element. Breach of trust is cause for dismissal from the program. There are certain situations however, that require Key Volunteers to report family members, such as suspected child abuse cases.

Some of the resources for the Key Volunteer Network include updated manuals that reflect the most recent changes to the program, computers and answering machines dedicated solely to the network at all Fleet and Family Support Centers, and a staff member in the Human Resources Division of Manpower and Reserve who is responsible for managing all Marine Corps volunteer programs. These staffers work closely with the new standardized network, answering questions from the field and providing support and advocacy for family readiness.



THE COAST GUARD OMBUDSMAN

The Coast Guard is concerned that its families are provided with information and assistance to minimize the disruptions of moving, deployment and to access necessary resources. In June 1986, the Coast Guard instituted an Ombudsman Program (Commandant Instruction 1750.4). The Ombudsman, known formally as the Command Family Representative, is a Coast Guard spouse who serves as a liaison between the unit Commanding Officer and the families.

The Ombudsman is designated by and responsible to the Commanding Officer. The Ombudsman assists the command by providing information about activities of interest to family members. The Ombudsman Program offers several advantages to the unit, its personnel, and the Coast Guard.

- First, it provides the unit CO with a valuable advisor, someone who keeps the pulse of the members' families. For the Commanding Officer of a deploying command, it can be especially useful to know the concerns of families and to be able to deal with them before deployment rather than when the vessel is underway.
- Secondly, the program provides a channel between families and the command. The Ombudsman role is one of liaison, not that of counselor. The Ombudsman should not be a substitute for the normal chain of command and must not impede routine unit working relationships. An Ombudsman is a means of two-way communication. As a source of morale, the benefits can be very important.
- Thirdly, it provides a real opportunity for Coast Guard spouses to serve "their unit" in a meaningful position. Although this is clearly a volunteer post, it is one that is honored. At its best, this role can facilitate harmony and understanding within the unit, and can be a source of considerable individual satisfaction. The Ombudsman Program provides a way of serving alongside the service member spouse.

A meeting with the CO, XO, Senior Chief and their spouses, and the Ombudsman should define priorities, roles/job description, and relationship with the Ombudsman that is evident to the unit families. This is the foundation of the support system for the deploying unit.

The Ombudsman Program belongs to the individual command and may vary according to the Commanding Officer's unit priorities and needs.

THE COAST GUARD COMMAND

THE SEA COMMAND

The Coast Guard has many vessel commands that range in size and mission. There are several types of small vessels with missions that vary from maintaining aids to navigation, hazardous spills and search and rescue. These small vessels are located on the coast, inland waterways and the Great Lakes. Their deployment schedule depends on their mission and geographic area of responsibility. The icebreakers and cutters, which are larger vessels, usually cover bigger patrol areas with set mission objectives that include law enforcement, fisheries patrol and ice breaking.

- **Deployments**

In support of the Global War on Terrorism, deployments will vary from two weeks to six months. The duration depends on the size of the ship, and its mission. Coast Guard families have a “stick together” attitude and have their own community with the larger community. By sharing the same experiences, family members have a sense of automatic empathy with unit families as they go through the emotional stages of deployments. The spouses look to the Ombudsman for the support needed during deployments and access into the resources required.

- **Inport Period**

Inport times vary in length according to the deployment schedule, but they always seem like hectic times. There is a list of things the command must complete before the next deployment. Families are trying to have time together. Even when the unit is in, it doesn’t mean the member is home. With standing duty, going to training/school, making repairs, preparing for inspections, completing paperwork, and doing drills, the service member has limited free time.

However, the unit is able to take time during the inport period to have sports activities, family get-togethers, holiday parties and Hails and Farewells. Depending on the size of the unit, these parties are held for the whole unit or by smaller groups within the unit.

- **Shipyard Period/New Construction/Homeport Change**

The Coast Guard shipyard is located at Curtis Bay, Maryland. This shipyard handles some repairs to ships on the East and Gulf Coasts. At other times, the Coast Guard bids for shipyard assignments. Notification of the location where the yard repairs will take place is usually made shortly before the move. Shipyard periods vary in length according to repairs and contract completion.

The Coast Guard changes homeports after careful consideration of mission and vessel compatibility. If a ship changes homeport, the command, with the help of the Transportation Office and the Work-Life Staff, will handle all necessary arrangements for service members and families. Every effort is made to ensure that the families are settled at the new homeport.

New ships have a pre-commissioning crew stationed at the shipyard about a year before the completion date. They work with the civilian firm during the final stages of construction. After the commissioning, the new ship and crew proceed to the homeport and take their place on the patrol schedule.

Shipyard periods, pre-commissioning and homeport changes are very stressful on the members and their families. The command, the Ombudsman and the Work-Life Staff realize the hardships involved and the effects on everyone. Their goal is to offer support and resources in order to reduce stress and increase the quality of life. The CMDCM/COB spouse can help by supporting the hard work of the Ombudsman, participating when possible in unit functions and being available to listen to the families' concerns.

THE AVIATION COMMAND

Coast Guard Air Stations are divided into three groups. The first group has both helicopters and fixed wing, the second group has only helicopters, and the third group has only fixed wing. The Coast Guard does not deploy in wings or squadrons. The aircraft are sent out individually as required by the mission. The longest deployment is normally with an icebreaker and will vary according to the mission at hand. During deployments, the families stay at the home air station and are supported by program resources of the command and community. In the event of an accident or fatality, the spouses and Ombudsman organize to help the family, while the command handles the official duties.

THE SHORE COMMAND

Shore command may lead to thoughts of the member being home most nights and on a regular working schedule. This is only partially true. The coast guard has several shore commands that require frequent, and sometimes lengthy, operations that take them away from the home location. Regardless of the mission, the support of the ombudsman and the command are still essential.

NATIONAL COUNCIL OF COAST GUARD SPOUSES' CLUBS

The National Council of Coast Guard Spouses' Clubs is a national organization composed of an elected council of officers from spouses of enlisted and officer Coast Guard members and has over 40 local clubs. The purpose of the National Council is to establish and coordinate the general policy of Coast Guard Spouses' Clubs, issue Certificates of Affiliation, advise (upon request) the administration of existing clubs and to aid in the establishment of new clubs. The National Council publishes the Greensheet (also available on-line), Yearbook, and other educational information in the areas of family enrichment, stress and violence. It also serves as liaison between the Coast Guard Family Programs Office and Coast Guard Wives' Clubs. Contact them on the web at:

http://www.uscg.mil/hq/g-w/g-wk/wkw/worklife_programs/spouse_club_pm.htm
or by writing to:

National Council of Coast Guard Spouses' Clubs
c/o Commandant, USCG/Family Support Program Staff (G-PD-3)
2100 Second Street, S.W.
Washington, D.C. 20593-0001

Chief Petty Officers

Are

- **Enlisted warriors who lead and manage the sailor resources of the Navy they serve.**
- **As such, Chief Petty Officers are responsible for, have the *authority* to accomplish and are held accountable for:**
 - ***Leading*** sailors and applying their skills to tasks that enable mission accomplishment for the U.S. Navy.
 - ***Developing*** enlisted and junior officer sailors.
 - ***Communicating*** the core values, standards and information of our Navy that empower sailors to be successful in all they attempt.
 - ***Supporting*** with loyalty the endeavors of the chain of command they serve and their fellow Chief Petty Officers with whom they serve.

FAMILY READINESS GROUP AND COMMAND FAMILY ASSOCIATION

Family readiness groups are a command-sponsored organization of family members, which may include spouses, children, and command members. Groups may also include other interested partners such as the FFSC command representative, retirees/former command members, parents and friends of the command members. The purpose is to increase mission readiness by increasing family readiness for the Total Navy Family, enabling them to meet the challenges of the mission and a military lifestyle.

Activities sponsored by the FRG may be informational, supportive, and social. The FRG will assist the commander in providing family members with the tools and experiences necessary to educate, enable and empower them to meet the challenges of a military lifestyle by creating a mutually supporting Navy Family. FRG goals include preparing for deployments and homecoming, providing family support during deployments or mobilization, helping families adjust to challenges and to assist one another in times of personal, unit or area crises and to promote confidence, cohesion, commitment and knowledge that the command considers them an important part of the Navy Team. Activities may specifically include departure and homecoming preparation and activities, informational and educational briefs, holiday celebrations, communications activities such as websites and other communications between family members that strengthen the relationship between command, personnel and family members.

The FRG is formally organized, with officers and/or chair persons, advisors from the Command Support Team, a command point of contact, by-laws governing the organization of the group, and endorsement of the Commanding Officer. The group may raise and maintain funds, per Navy regulations, for support of group activities.

- If a Command Family Association is already organized in your spouse's command, you might want to discuss with the previous spouse of the CMDCM/COB what they did with the group and what you might want your involvement to be, etc. Also, contact the group's officers and advisors and see how you can participate in and support their activities. Spouses of the CO, XO and CMDCM/COB are usually advisors and can provide a sense of how the group is doing.
- If your command does not have a Family Readiness Group or Command Family Association, and there is interest in starting one, first, obtain permission from the Commanding Officer. After receiving guidance from the CO, contact Naval Services FamilyLine for a copy of their Guidelines book for starting such a group called "Launching Clubs and Command Family Associations". This helpful guide outlines everything you need to know to help get a Family Readiness Group started. As always, if you have any questions, please contact your Legal office for clarification.

THE NAVY COMMAND

THE SEA COMMAND

A ship, boat, squadron, group, staff and detachment are examples of the many varied sea commands. These units have inport, at-sea and deployment periods. They may also undergo a shipyard/new construction period. The needs of the crew and their families remain the same, but the priorities change as the mission changes. It is important to note that in sea commands, the families are usually a more closely knit group than shore commands. In sea commands, the Command Support Team has a more active role.

- **Inport Period**

Although many of us who have been part of a sea command may find it difficult to believe, statistics say that about 50% of a sea command's life is spent in the homeport. This inport period is still a very critical and busy time for both the command and families. The command fills its time with inspections, repairs, personnel training, equipment testing and preparations for exercises and upcoming deployments.

The time inport is an excellent time for social activities and an opportunity to establish and/or maintain connections in preparation for deployment. Establishing the e-mail list, telephone tree, a "buddy system," planning monthly get-togethers and children's activities during inport times eases the transition when the inevitable deployment looms. (See the "Deployment" section in this book for further information.)

Most commands will have Hails and Farewells, promotion parties, and/or holiday functions. Some are for the command as a whole or may be for smaller groups, such as wardroom parties, the chiefs' mess parties, or individual division functions. Spouses groups may choose to not get together during this period.

- **Shipyard Period/New Construction/Homeport Change**

Over the years, as our Navy ships have become more technically complex, they have required more extended periods in overhaul in both the Navy and civilian shipyards. Unfortunately, this has resulted in some ships receiving repairs at facilities distant from their homeport. It is not uncommon for these shipyard periods to last 9 months to a year, and some may require a homeport change. Sometimes, ships change homeports.

For a variety of reasons, some families may choose not to make the PCS move to the new homeport. As far as the spouses and families are concerned, these overhaul periods and homeport changes are akin to preparing for deployment. Even though the spouses are only a telephone call away, careful coordination by the Command Support Team can ensure a free flow of information and support to the families.

Usually, when a ship has families in both the shipyard location and the old homeport, the CO arranges to have an Ombudsman in each place to help maintain communication between the families and the command. Homeport changes require special efforts by the command to assist in the resettling of families who have chosen to make the move. It is essential that the needs of the families who stay behind at the old homeport not be forgotten.

New ships have a pre-commissioning crew stationed at the shipyard about a year before the completion date. They work with the civilian firm during the final stages of construction. After the commissioning, the new ship and crew proceed to the homeport and take their place on the patrol schedule.

Shipyard periods, pre-commissioning and homeport changes are very stressful on the members and their families. The command, the Ombudsman and the Work-Life Staff realize the hardships involved and the effects on everyone. Their goal is to offer support and resources in order to reduce stress and increase the quality of life. The CMDCM/COB spouse can help by supporting the hard work of the Ombudsman, participating when possible in unit functions, and being available to listen to the families' concerns.

THE AVIATION COMMAND

While almost everything mentioned in "The Sea Command" applies to aviation commands, there are a few things that are unique to the aviation community.

- **The Increased Element of Danger**

Naval aviation presents an element of additional danger into the lives of everyone in the community, including families. They are periodically faced with the reality of accidents and fatalities. This is the most difficult challenge for the Command and Command Support Team. It is important to disseminate information to all families as soon as possible with specific instructions on the wishes of those directly involved. It is also important to maintain your composure and a calm, confident, compassionate demeanor in an attempt to avoid hysteria amongst the spouses, particularly if the squadron is deployed. By having a Command Support Team in place, they are better able to deal with any and all contingencies.

Some squadrons are organized around a detachment concept. This means that small groups within the squadron, known as detachments, are sent to deploy on ships away from the rest of the squadron. If you are the CMC's spouse on a ship with an air detachment, it is important to make sure to include them in information and activities.

THE SUBMARINE COMMAND

The sea command and the submarine command are similar, yet different. While they share similar inport periods, overhaul periods, deployments and homeport changes; the submarine command's at-sea experience is different.

- **The Communication Challenge**

A submarine's unique operating style and limited availability to receive mail makes communicating at sea particularly difficult. E-mail has recently improved this historical challenge. The ability to send e-mail from and receive e-mail on submarines continues to improve with technology. In addition, you can expect to receive strong, central support from the home squadron or group. As this is a vital and valuable resource for you, please become familiar with your contact person at the squadron or group.

- **Small Crew Size**

Due to the small size of the crew on submarines, one Ombudsman may be adequate, two may work better, but this is a personal decision for the CO to make. When more than one Ombudsman is available, when one rotates out, the other is still serving. This makes for a much smoother transition and operation. It also allows one to take occasional time off without leaving the families without an available Ombudsman. The Ombudsman generally acts on behalf of all command spouses. Due to relatively small numbers, it is not unusual for all the spouses to come together, regardless of rank, especially during deployments.

THE SHORE COMMAND

Not all commands go to sea. Much of what is discussed in this booklet is equally applicable to sea or shore commands. While commands ashore generally do not face the trauma invoked by deployments, they do experience duty nights, travel, detachments operations, and a variety of other activities that create similar frustrations. Additionally, all commands must be prepared to deal with any crisis that may occur including natural disasters, such as hurricanes, fires, etc.

- **The Command Secretary**

In a shore command, the CO's secretary can be an important ally. This person is usually the command's corporate memory, and it is the wise person who seeks to have a good, working relationship. They can keep you informed of command functions you might want, or need, to attend such as award and retirement ceremonies, "all-hands" parties, or any event where your presence would be welcomed and appreciated. Ask the CO to confirm your addition to the secretary's email list for general information. Also, make a point to meet face-to-face to establish a good relationship.

- **Social Activities**

By nature, the families in a shore command are usually not as closely knit a group as in a sea command. It is typical to expect less group activities or participation since there is generally less of a need for a support structure. Some suggestions to get what may be diverse groups on base together may include working towards a common goal. Examples include a food drive for needy families at Thanksgiving, a Christmas wrapping booth on base to raise money for toys for children (i.e. Toys-for-Tots), or a bake sale to raise funds to buy something special for the local military medical facility. All events on base should be cleared both with the command and the local legal office.

- **Volunteering and The Community**

You should not necessarily think of your role as stopping at the station boundary. You and your spouse are representatives of the naval service in the local civilian community. Also, since demands from the spouses are generally not as great on shore duty, you may find yourself with more time to volunteer in naval and civilian community organizations, if you choose.

Command priorities, mutual family interests, your family makeup and a variety of other factors will determine the level of your family's participation in naval and civilian organizations and community activities. Remember though, you have an excellent opportunity to "spread the word" to civilian friends about the naval service and its mission. Pride in family, in your spouse's assignment, and in the military will show.



THE OVERSEAS TOUR

There is one thing that is predictable about going overseas – it is going to be different. Be prepared to have everything take on a new color and meaning. Keeping an open mind can make all the difference in the world.

- **Special Challenges**

Because you are the spouse of the CMDCM/COB, the other command spouses may rely on you more than when you are CONUS (Continental United States). The Ombudsman/Key Volunteer will be an invaluable ally.

Two major challenges involve communication and transportation. Communication is important not only between the command families, but also with loved ones CONUS. Some spouses may suffer a feeling of abandonment if the unit deploys. A well-organized and well-led Command Family Readiness Group makes an enormous difference overseas.

The naval service makes many resources available to you to help make this tour a memorable and rewarding experience. Plan ahead and USE these resources. The Fleet and Family Support Center is a tremendous help before and during the tour. Each center is responsible for base and intercultural orientation programs.

Each active duty and family member going overseas should have a sponsor assigned by the command, be sent a welcome aboard package, and receive a welcome letter from the ombudsman. It is important to have the ombudsman or someone from the Family Readiness Group contact each newcomer within a day or two of their arrival and offer information about the base services, etc. Living overseas may be the most rewarding tour of duty a family will ever experience, but the first few days are critical. Please be sure that every spouse feels like they have someone to call upon, if needed.

- **Life in a Fishbowl**

A few words of caution: Some small overseas duty stations may become “goldfish bowls.” Be careful of what you say or do. Remember that overseas duty means you are living in a foreign country. You are the guest. Be aware of all security precautions and be careful of your discussions in public. Obey all local base laws as well as host country laws. Be certain every spouse in the Family Readiness Group is also aware of the laws. A good reference guide to read before going overseas is the Naval Services FamilyLine publication Overseasmanship, currently available on-line by the Bureau of Naval Personnel under the “pubs” heading at the following web site: www.persnet.navy.mil/pers66/ombudsman1/start.htm.

DEPLOYMENTS

The nature of deployments has changed considerably over the past few years. Many of us remember the Pre-Deployment brief held prior to a major deployment period. These meetings were a wealth of information provided by program representatives, gathered into one place to help us with any legal issues, ID card renewal, NMCRS forms and any other needs we may have had. With today's forward deployed schedule, our families need to be prepared for a deployment at any given moment. We don't always have the time to plan a large meeting prior to departure. Therefore, it's important for our families to stay up to date on these issues at all times, not just before a deployment. The ombudsman can play a large role in this by putting a check-list in the monthly newsletter detailing the types of things to stay on top of, such as ID card renewal, driver's license renewal, vaccination due dates, etc. They can also provide important phone numbers for the family members to have on hand, such as legal services, chaplain services, etc.

In addition to the expected hurdles we could face during a deployment, today we are more aware than ever that we must prepare for the unexpected events. Hurricanes Katrina, Rita and Wilma has taught us that we **MUST** have a plan in place in case of a crisis. If your spouse is deployed, and you have to evacuate from your home, will he or she know where to look for you? Do you know what you would do, where you would go, what you would take with you? This would be a great topic of discussion for a Family Readiness Group meeting. The Navy recognizes the importance of having a plan and will be working to socialize this idea through Task Force Navy Family.

The ombudsman should have an updated roster of command families. This information is for official calls and emails only. For any other information such as social events and activities, the spouses must sign up for the social roster. If a spouse does not want to receive calls about social events, it's not a bad idea to have them write a letter stating their desire to be excluded. This will forestall any questions that may arise later as to why someone wasn't informed of some event or meeting. If all they want is ship's movement and schedule information, the ombudsman will make those calls. Regardless of the spouse's desire, the ombudsman **MUST** retain updated information for each spouse in case of emergency. The ombudsman and Command Support Team will maintain good credibility by always informing the spouses with FACTS, thus preventing rumors and reassuring spouses.

Many commands have a "Careline" number for spouses and families to call and listen to a taped message with news and information about the command, social activities, etc. They used to contain schedule information, but rules have significantly tightened up and schedules ***should never*** be discussed over the phone.

- **Buddy System**

This period of separation can be a trying time for the spouse left at home. Some people handle separations better than others. You may have a command with a number of spouses who will be completely alone during the deployment. Everyone needs someone to talk to during this lonely time and the Ombudsman/Key Volunteer cannot talk to everyone, everyday.

One idea to help ease the loneliness is the “buddy system”. During deployment, spouses who are interested have a “buddy” they can talk to (about every third day is recommended). Nothing is required other than “Hello, I’m fine, how are you? Talk to you later.” If a spouse does not hear from or cannot reach their buddy within three days, the Ombudsman/Key Volunteer should be informed. If no one has had contact with this spouse, then the residence should be visited to make certain everything is okay. It is also a good idea to have each “buddy” let the other know if they will be out of town and how to be reached in an emergency. This system works well in ensuring the safety and well being of the command families during deployments. Once again, what works in one command may not work in others.

- **Support Command/Sister Ship**

If possible, the spouse members of the Command Support Team should meet with the contact people from the support command and/or sister ship. This meeting, which should be arranged by the CO, can be an informal get-together. Both the support command and sister ship are instrumental in planning homecomings. Sometimes the sister command/ship is not named until late in the deployment and the CO’s spouse will set up the meeting.

- **Emergency Data Sheets**

Increasingly, commands are turning to Emergency Data Forms for spouses. Spouses fill out the information sheet that is kept at the offices of the support command, the sister ship, the base command or with the Ombudsman/Key Volunteer during deployments. These forms can help find parents and give important daily information about children, pets, medical problems, friends, job, church, CACO request, etc.

FAMILY READINESS GROUP ACTIVITIES

Usually during deployments, spouse groups increase their levels of recreational activities so that the actual separation is less emphasized. Whether these are information sessions, educational seminars, or social functions; the coordinated efforts of the Command Support Team can help ensure that planned activities are meaningful and well received. As discussed earlier in the book, it depends on your command as to how the spouse groups are organized.

Before the deployment, it is a good idea to meet and plan activities for spouses and families while the command is deployed.

- **Planning Committee/Spouse Hospitality Group** – a group of volunteers plan and discuss ideas for get-togethers that might include children or just spouses. Also, they can plan how often the group will want to get together (once a week, twice a month, once a month, for example). After the first functions are held, more will want to join in planning future events. It's good to have the first get together planned before deployment so everyone has something to look forward to doing.
- Remember, the Ombudsman/Key Volunteer is not supposed to be the social director, so be sure the group has a committee or individuals willing to take on the responsibility of initiating the first couple of activities. As advisor, you may ensure this is being taken care of. Communicate with the CO's and XO's spouses concerning which roles you will take within the CST.

Activity Ideas

Your group will have its own ideas. Discuss them all and see how many the group wants to utilize. Keep in mind that activity is a must during a deployment, but don't overdo it either. Also, vary the times and the activities so that most of the spouses can participate in something – talents, abilities and interests are not all the same. Below are some suggestions for making it through deployment – and having a good time! Make sure all opinions are heard; don't let the squeaky wheel make all the decisions.

- **Tapings:** Although most Family Readiness Groups arrange for a mid-deployment taping to send to the command, you might also want to supplement the taping with more videos. In this age where many people have a video camera, you can tape a lot of your get-togethers and send them to the command. NOTE: Be aware that individuals and groups should be given the courtesy of viewing any tapes and photographs before they are sent to the command. Not only do you want to make sure they are in good taste, but also that individuals don't have objections on how they are portrayed. Remember, you should assume that the whole command will see the tape, and that photographs will get passed around. If the command also has a video camera, suggest to your spouse that the command also take videos while deployed. It's a great way for the families to see mom or dad at sea. It's a good idea to have a theme or fun trivia to be answered on tape (i.e. – What is your couple song?). This will keep a positive, upbeat tone to the taping.

You may want to look into United Through Reading, a DOD sponsored organization that provides video cameras and books to both the deploying unit and the families at home. This program is designed to allow service members to read books to their children, on tape, which will be mailed home. The children at home can also be taped to send a tape back to their parents. For more information please go to their web site: www.read2kids.org

- **Tours:** Many times the families find new and exciting places to explore while dad/mom is deployed – especially if they are new to the area. Get together with some other spouses and children and explore local sightseeing places, museums, etc. Don't forget, parents need a day off from the children once in awhile, so adult-only tours are also helpful.
- **Holidays:** Invariably, naval units deploy during holidays. It is always a benefit to everyone if these special occasions are recognized with some sort of Command Family Association get-together. Halloween, Thanksgiving, Christmas, New Year's, Valentine's Day, Easter and the Fourth of July are all easy times to plan for and get-together. Don't forget Hanukkah, Rosh Hashanah, President's Day, Columbus Day, St. Patrick's Day and others. For fun, try celebrating some of our "National Weeks" such as National Chocolate Week, National Be-Nice-To-Mom/Dad-Week or make up your own week!
- **Food:** Potlucks, dessert parties, barbecues, picnics, restaurant outings, brunch, progressive dinners – you name it, and if it involves food, it's always a success. Try international nights where each person brings a dish from a different country, or designate a particular country as a theme and have everybody or a committee bring the "native" dishes. Try a low-fat, no-cholesterol dinner where each recipe must fit the guidelines. Exchange recipes after the dinner. If you can get a large group of your spouses together, ask a local restaurant if the chef could come and give a gourmet cooking demonstration (with taste-testing afterwards, of course!). NOTE: Be wary of serving alcohol at such get-togethers. You don't want to worry about serving minors or others leaving your home driving under the influence of alcohol. Also, be sensitive to costs when eating out. Choose places everyone can afford.
- **Service Projects:** Every community needs volunteers. Perhaps during a deployment your group may help a local service organization on a regular basis, such as committing to one day a week at the Navy-Marine Corps Thrift Shop or assist with food at a COMPASS class. Telethons and other public fund-raisers are usually in need of volunteers to answer telephones.
- **Hail and Farewells:** The arrival of newcomers and the departure of old friends should never receive casual treatment, especially when the command is deployed. It is difficult being the new person coming into an established group. It is even more difficult leaving old friends behind when moving to a new assignment. These aspects of naval service life provide ideal occasions for group activities. Small gifts or mementos of the command are appropriate but should be applied the same for all those departing.

HISTORY AND TRADITIONS OF THE CHIEF PETTY OFFICER

WHILE OUR NAVY IS RAPIDLY CHANGING IN MANY WAYS, IT IS IMPORTANT THAT OUR NAVY HERITAGE, HISTORY AND TRADITIONS ARE PRESERVED. MANY OF OUR TRADITIONS WERE BORROWED DURING COLONIAL TIMES FROM THE BRITISH ROYAL NAVY. AS THE YEARS PASSED, EARLY CUSTOMS GRADUALLY BECAME ESTABLISHED TRADITIONS. AS THIS LEADS INTO THE CHIEFS' COMMUNITY, WE TOO MUST UNDERSTAND OUR PAST.

Your spouse has been selected for Command Master Chief (CMDCM), or Chief of the Boat (COB). This is the highest enlisted position at any command and comes with much responsibility. It is important that you understand how your husband or wife reached this point of their career. Let's step back a few years and discuss the position of Chief Petty Officer.

In our Navy, the Chief Petty officers are expected to be the experts on just about all matters pertaining to Navy life. A heightened sense of responsibility and trust is expected of the individuals who hold the title. They have earned this trust by their sense of good values and demonstration of sound leadership. Throughout their career, these individuals have shown the potential for handling the broad responsibilities of Chief Petty officer.

History and traditions exert a profound influence upon human behavior. The effect is particularly marked in professional organizations such as the military. Because of imposed discipline, it lends itself to passing on and perpetuating venerated customs, heroic traditions, and dignified ceremonies.

U.S. Naval history is a continuum of success, and its customs, traditions, and memory of past heroes help today's sailor identify with the Navy's Core Values. Traditions bind us to the past and, at the same time, lend an air of dignity and respect to the modern Navy.

- **Children:** Kids love picnics and they are a great way to involve them in a command activity. Holidays are also an ideal time to include children in your group activities. Christmas parties are always successful, but don't forget other holidays. These gatherings can be a good opportunity to acknowledge special accomplishments such as scholastic, sport and scouting awards. Back to school nights help encourage kids to get a good start even when a parent is deployed.

- **Potpourri of Ideas:** Play sports among yourselves or challenge other groups in softball, bowling, tennis, golf, putt-putt golf, etc. Go ice-skating or roller-skating. Attend a lecture series, make-up artistry sessions, interior decorating seminars, or Red Cross/CPR demonstrations. Go to a comedy club, play or dinner theater. Make "care packages" or Christmas stockings for the deployed command. Don't forget the single personnel. Have a dessert party and share wedding albums. It is amazing the ideas and resources your group can have to support each other and to contribute to the camaraderie during the deployment.

HAVE FUN!

TRAVEL

Deployments often provide an opportunity for a spouse and/or children to travel. This travel can be to family and friends, a weekend excursion with other spouses, or a trip to meet the command overseas.

There are wonderful places to visit overseas with new and unusual lifestyles to experience. If you can afford it, do not hesitate to take advantage of the situation. In most instances, the opportunity to "tag along" cannot be recaptured.

A note of caution: Flexibility is the key word when traveling to meet the command. Advise spouses to have contingency travel plans in the event the unit's schedule has unexpected changes – which happens all the time! It is advisable that no one travel alone overseas not only for security reasons, but also so that no one is left alone in a foreign country without a traveling companion.

THE REALITIES OF DEPLOYMENT

Unfortunately, it is not always fun and games during a deployment. There can be serious times and situations. It is important for you to know how to handle emergencies and know where to turn when you are needed as an advisor and are asked for guidance.

- **Rumors**

You can do no greater service to your group during deployment than to do everything possible to curb the inevitable rumors. Many times, rumors are the product of wishful thinking, frustration, or half-overheard remarks. Most rumors will quickly find their way to the CO/XO's spouse, the Ombudsman/Key Volunteer, or you.

- Play the skeptical optimist and try to uncover the source as best as you or the Ombudsman/Key Volunteer can. Refuse to even entertain gossip or malicious talk.
- If a tragedy occurs, you will be asked for information by the spouses and maybe even the media. Review the section in this book entitled, "Guidelines for Media Inquiries." Speculation about "What happened?" is treacherous and by all means, you should avoid it! The "right to know" does not take priority over the right to individual privacy.
- Remember, just because a series of facts appears connected and forms a logical conclusion does not mean it is always so – beware! Stay away from speculation, no matter how tempting.

- **Schedule Changes**

Although most service members keep their spouses and families reasonably well informed of where they are and what they are doing while deployed, changes occur. The nature of operations around the world makes a change in schedule or a port visit almost the norm rather than the exception. Often, there may be only a few hours notice. No matter how you might be feeling, try to remain positive when you're with the other spouses. They will gain strength from you, the Command Support Team and the ombudsman.

- **Security**

For obvious reasons, unit's schedules are classified information. Be careful what information you share with others and be especially mindful of what you say in front of children. They do not fully understand how to keep secrets. When out in public, others may be listening to your conversations. If in doubt, don't say anything.

As spouse of the CMDCM/COB, you may at times have information best left untold. You should be cautious in telling everything you know, whether it be to other military spouses, someone in the civilian community, or the news media. Refer to the "Guidelines for Media Inquiries" section in this book for more information. Additionally, remember phone lines, cell phones and e-mail are not secure forms of communication.

EMERGENCIES

Many commands publish a helpful information booklet or card about where to turn and what to do when problems or emergencies happen while service members are deployed.

- While the Ombudsman/Key Volunteer can be relied upon to handle most things, it is not unusual for spouses to call other members of the Command Support Team for reassurance and assistance because you are someone they feel is in authority. Remember, any personal information should be kept confidential.
- Many times, it is wiser to leave some decisions and counseling to professionals. Keep all the necessary phone numbers (Ombudsman/ Key Volunteer, Chaplain, Fleet and Family Support Center, Family Advocacy, Legal Assistance Office, Navy-Marine Corps Relief, Red Cross and others) close at hand along with a good map of the area to help with directions.
- Often, in time of critical injury or death to a service member or family member, especially while deployed, the facts surrounding the situation will come much more slowly than the loved ones will think appropriate – it's always this way! Sometimes the situation may not be clearly known or understood in the deployed unit itself. Each Commanding Officer has the obligation to pass along to the families all pertinent information as quickly as possible. Be assured that they will!
- For more information on handling emergencies, refer to the "Guidelines for Emergencies" section in this book.

HOMECOMING

Most support groups like to plan a special homecoming for the unit's return. Planning for this special event and other ongoing projects can consume a great deal of the deployment time. Below are some ideas and considerations when planning for your homecoming. Your support command or sister ship can help you with some of the ideas.

- **Fund-raisers:** Whether money is needed to help defray some of your activities' costs or to help with the preparations for homecoming, your group must raise these funds on its own. Try to make these fund-raisers as inexpensive as possible for everyone involved. Popular projects include: recycling, bake sales, yard sales, car washes, Chinese auctions and selling command-logo items.

NOTE: If you have any questions about the legality of your activity, check with the legal assistance office. It is better to be sure before you begin than to be sorry later.

- **Ideas:** Banners and leis are popular welcome-home items. Band appearances are festive; some groups even hire D.J.s. Balloons or individual roses for the service members are other ideas. Home-baked cookies, cakes and other foods are always welcome by the returning units. Outside groups usually have to be cleared with the support command.
- **Ongoing Activities:** One idea is to prepare a “Cruise Book.” One Family Readiness Group had an “official photographer” (the group supplied the film) during all the functions and special projects throughout the deployment. They also requested other pictures of special events from spouses and families. The book was assembled, funded by, and given to every spouse in the unit’s support group.

HELPFUL HINTS

Below are a few important reminders and tips for you during deployment:

- Remember to take care of yourself. Do not overextend yourself. If you need help, ask for it. You cannot give what you do not have.
- Get involved with your peer group. Most units deploy as part of a squadron or battle group, and other CMDCM/COB spouses would probably also like to get together. You can all be a great support to each other.
- Try to be positive and keep a sense of humor. If the spouse of the CMDCM/COB is worried or anxious, the others may think they are not being told of a problem in the command.
- Relax. Do not wait for a problem to occur. It may not!! Remember that the other spouses are waiting for clues from you. Your calmness when there has been no mail (or e-mail) for a long period of time will help relax others.
- Be compassionate and understanding.
- Use an answering machine. You won’t miss important calls while you’re at work or out, and you can screen calls if you are busy at home. Some spouses suggest a cordless telephone as there are times when you spend a great deal of time on the phone. Consider getting “caller-id” as well. It helps record who may have called and not left a message, or identify crank callers. Limit who has your cell phone number and emphasize it is for “emergencies only”.
- If you make a mistake, smile. It is not the end of the world. Everyone makes mistakes and people will recognize we’re all human. Make sure you have some privacy for yourself. Be yourself.

A MESSAGE TO SHARE WITH THE SPOUSES AND FAMILIES OF THE DEPLOYED COMMAND

It is most important to remember that although your loved one is deployed, you are not alone. There are many others who share your frustrations and anxieties, sorrows and joys, and hopes and prayers. There are others who have experienced these same emotions at other times, and they are there for you to reach out to if you need a sympathetic ear.

However, you are the only person in control of how you handle the separation of a deployment. If you keep yourself busy and your attitude upbeat, you may be surprised at how quickly the time flies. Don't sit back expecting problems or tragedies to occur. They are not common occurrences. You CAN enjoy yourself during this time of separation. Take up new projects, learn new skills, or reacquaint yourself with old ones. Be active – the day of homecoming is unbelievably just around the corner!



GUIDELINES FOR EMERGENCIES

In the event of a command emergency, either the Ombudsman/Key Volunteer or a member of the Command Support Team will be the first person notified by the parent command. In some commands, an officer is designated as the official Point of Contact (POC) for emergency situations. As a member of the Command Support Team, it is a good idea to be familiar with the notification procedure.

NOTE: While you may be informed initially, it can happen that you are not kept informed as things evolve. While the POC is a valuable resource, it is a good idea for you to have emergency contact numbers yourself who can provide you with current information.

- **Get the Information Out Quickly**

If the CO or POC wants the Command Support Team to pass along details of the information available to all the families, then every attempt must be made to contact every spouse at home or at work as soon as possible. Getting information out quickly is most important so families do not hear the news first from the media or other spouses.

One of the best ways to disseminate information in an emergency is through the telephone tree. It is extremely important that the same information be passed on to each spouse in the exact same words. To be certain of accuracy, write down the information given to you word for word. Do not engage in speculation – this is not the time to discuss opinions of what happened. Remember, any comments you make could be misinterpreted as fact. Assure all spouses that as new information is given out, they will be contacted through the telephone tree, emails or predetermined method set by the command, mindful of security.

Another excellent way to get the information out is by putting a message on the Ombudsman/Key Volunteer “Careline.” The Ombudsman/Key Volunteer can update the message as they get new information. Be mindful that the media may gain access to the Careline.

The Careline is an excellent method to communicate accurate information from the command. When messages are communicated from person to person, sometimes misinterpretation can occur between the sender and the receiver of the “official” message.

If a Careline is not available, have the official message given to you. When calling each member on your phone tree, have them write the “official command message” down exactly, repeat it to you, and instruct them to pass the information down the phone tree in the same manner in which they received it.

Suggest that each spouse keep the telephone line open and also keep either you, the CO/XO spouse, or the Ombudsman/Key Volunteer informed of their whereabouts. If the POC suggests an all-spouse get-together, do what can be done to get as many together as possible. Try to keep any who cannot attend fully informed. In an emergency situation, the command will direct how information is to be disseminated.

- **Handling the Media**

Unfortunately, emergency situations are headline news. A member of the press may contact you, the CO/XO's spouse or the Ombudsman/Key Volunteer, or any other spouse for comment. No family member is required to have any contact with the media. Should these types of calls occur, you could refer them to the Public Affairs Office and/or ask the Public Affairs Office for assistance. The official POC will keep you and the families fully informed.

Please refer to the "Guidelines for Media Inquiries" for further discussion.

- **Emergency Support Services**

Don't feel alone in times of emergencies. There are outstanding support services to call and rely upon to help you and the spouses involved. The Chaplain Corps and the American Red Cross are excellent. For more information about these organizations, please refer to the "Support and Resource Services" section on page 31.

- **Handling Suspected Child/Spouse Abuse**

If you should witness child/spouse abuse, suspect child/spouse abuse, or be asked for guidance by someone else who has witnessed or suspects child/spouse abuse, you should know there is a system for reporting. First, know what constitutes child/spouse abuse in your location. Second, be certain that the information given to you is first-hand and not simply rumor or gossip. Options available to you are to contact the command if inport, the Ombudsman/Key Volunteer, Family Advocacy, Social Services or the Chaplain. In an emergency, call the police. The Family Advocacy Committee must investigate the charge and decide whether suspicions are founded or unfounded. This is required by law. Finally, keep all information regarding an alleged family advocacy case in the strictest confidentiality. The ombudsman can help you understand the process to follow in such an event. Take the time to go over this with her BEFORE you need the information.

CACP (CASUALTY ASSISTANCE CALLS PROGRAM)

The Casualty Assistance Calls Program (CACP) was instituted to provide a broad range of assistance to the next of kin of a service member who is critically ill or injured, missing, or deceased. The CACP is coordinated by the Commander, Bureau of Naval Personnel (BUPERS) in Millington, TN; but each service area Type Commander has a CACP officer on the staff. The CACP also helps the naval service family receive the benefits to which they are entitled.

If the service member is hospitalized CONUS, the next of kin is notified by either the hospital or the parent command. If the hospitalization is overseas, notification will come from either the parent command or BUPERS. Travel to the hospital CONUS, food and lodging expenses are normally incurred by the next of kin. If travel overseas is requested by the attending physician, authorization for government-procured travel may come from BUPERS.

In cases where the service member has died, has been captured, or is missing, notification to the next of kin will be made, in person, by a Casualty Assistance Calls Officer (CACO) along with a Chaplain. The notification is also confirmed by telegram. The uniformed CACO is an active duty officer or a senior enlisted person. The CACO can advise the family concerning burial, internment, immediate financial relief, legal assistance, transportation, and survivor benefits as the situation warrants. The CACO continues as the naval service official liaison with the family until all entitlements have been received.

In the event a service member is seriously injured or dies while on leave or at home, a family member must notify the service member's commanding officer or the nearest military facility immediately. The family should give the service member's name, rank or rate, social security number, home address and any available details of the injury or death.

The Command Support Team can assist the family with various support services during such an emotional and stressful time. It must be remembered that the CACO cannot discuss with you any confidential information discussed with the family. If you are assisting in a casualty situation, any concerns, questions, or information you have should be directed to either the CACO involved or the CACP office at the nearest military facility.

GUIDELINES FOR MEDIA INQUIRIES

Below are some tips for handling media inquiries.

- Know whom the Public Affairs Officer (PAO) is that you should contact.
- Anytime your spouse's name or command appears in the media, you could be contacted by a member of the press. Remember, you are under no obligation to speak to the media. Generally, the ombudsman should not interact with the media.
- The best advice you can receive concerning how to handle the media is as follows: when asked for comment, get the reporter's name, employer, and telephone number, and let the PAO work with the reporter. If your unit is deployed, the support command will have a PAO who will be happy to assist you with the press.

- You may be asked for comment on situations you know a great deal about or know nothing about. An answer that covers everything is, “No comment.”
- If you do talk to the press, your comments should be carefully thought out, positive in tone, and should not contain any information regarding operations, future intentions, or developments. Remember, you are not an official naval service spokesperson.
- Most media people are sincere, hardworking, and just trying to get a human interest story. However, there are some who want you to say anything for “a story” which they may develop further and you end up being misquoted or misrepresented.
- If you find yourself being inundated with constant phone calls from the media, turn on your answering machine, then call the PAO.
- Contact your local Public Affairs Officer (PAO) and ask them to assist you in preparing a statement that you may use if approached by the media. Put the PAO’s name and phone number in your mobile phone if possible. If approached by the media unexpectedly, phone your PAO on the spot for help, or let your PAO talk directly with the media. It is important that you do not use the words “no comment”, that sends a negative message. The media can be a very positive outlet to get the message across that the Navy families are proud of their service members and their country! Use them to your advantage, not the other way around.



SUPPORT AND RESOURCE SERVICES

FLEET AND FAMILY SUPPORT CENTERS

The Navy Fleet and Family Support Center (FFSC) is designed to offer a variety of personal support services to Navy families and single service members who have “everyday” needs as well as an occasional “crisis”.

FFSC staff members and volunteers, both military and civilian, work to coordinate people-oriented support and assistance programs in every area of Navy family life. Included in its wide range of services are:

- Information and referral services
- Certified counselors providing personal, marriage, family, parenting, educational and financial counseling
- Programs and presentations on marital enrichment, financial management, stress reduction, parenting skills and more
- Deployment support and readiness briefings
- Relocation assistance and transition assistance
- Spouse employment assistance
- Ombudsman training
- Emergency assistance
- Command Sponsor Program assistance
- Retired affairs assistance
- Family Advocacy

Your FFSC’s phone number should be in the base telephone book or available through the base operator.

MARINE CORPS COMMUNITY SERVICES

PERSONAL SERVICES BRANCH

Personal Services Branch is responsible for providing Marine Corps plans, policy, and resources to improve and sustain the capabilities of commanders to provide opportunities for Marines. Among the many opportunities are increased education; successful relocations during their Marine Corps career; support the employment and career development of Marine spouses; facilitate successful transition to civilian life; prevent problems which detract from unit performance and readiness and to cope successfully with Marine Corps life. The appropriate level of intervention, treatment, and counseling services help Marines and Marine families to recover from personal and family problems and to provide victim advocacy and support services. Sections that support this mission include Lifelong Learning, Prevention and Intervention and Mobility.

Chief Petty Officers are the caretakers of our history and traditions. History and traditions play a major role in how Chiefs operate today and today's Navy has been shaped by our Chief Petty Officers. They have done this through their honor, courage, and commitment. It is important to have an understanding of the origin of the Chief Petty Officer.

ORIGIN OF CHIEF PETTY OFFICER

The first use of the term "Chief" was on June 1, 1776; but it wasn't until 1893 that the Navy established the paygrade of Chief Petty Officer. The original rating badge had three chevrons, an eagle and three arcs (rockers). It was the basis for today's CPO chevron, which has a single rocker and became official in 1894. The foul anchor was first used as a cap device with the Chief Petty Officer uniform in 1905 and became an official part of the CPO uniform as a collar device in 1959.

In 1917, the first female Chief was sworn into the U.S. Navy as a yeoman. Formal structuring of the paygrades occurred in 1920. Instead of being paid by job description, the grades were established by rank from Seaman Apprentice to Chief Petty Officer. The paygrades of E-8 and E-9, Senior Chief and Master Chief Petty Officer, were created in 1958. The position of Master Chief Petty Officer of the Navy (MCPON) was created in 1967 and Master Chief Gunners' Mate Delbert D. Black was selected as the first Master Chief Petty Officer of the Navy.

NAVY HERITAGE AND CORE VALUES

You hear a lot of talk about Navy heritage, tradition and core values, but what does it really mean? *Values* are principles considered worthwhile by an individual or group. They come from an individual or group's interpretation of principles and are affected by such things as family, religion and culture. *Ethics* is a body of moral principles that set standards of behavior for members of an organization. These standards reflect shared values expressed in a code of ethics people agree to uphold.

America's Navy also embraces a code of ethics, whose impact is even greater than ethical codes of other institutions. The consequences of unethical behavior in a military setting can be much graver than elsewhere. Everyone should act ethically, especially members of our Navy. The American people have entrusted our military with its blood and treasure to uphold the Constitution and defend our way of life. This charge demands no less than the most worthy values and highest standards.

AMERICAN RED CROSS

Red Cross services to members of the Armed Forces and their families are provided through station managers located at U.S. military installations and military hospitals worldwide in addition to over 3,000 local chapters throughout the United States. Station managers and chapter staff cooperate to provide service to the whole family especially during separations.

The Red Cross and Navy-Marine Corps Relief Society have agreed on procedures for assistance to service personnel and their family members. Although the programs of the two groups are similar, there are situations in which both can assist, and others when one can help and the other cannot. Appropriate referrals between the Red Cross and Navy-Marine Corps Relief are made to give complete consideration of needs.

Red Cross services include:

- Emergency leave verification
- Worldwide emergency communication service between a service member and their family
- Consultation, guidance and referrals with personal or family problems
- Reports on situations warranting compassionate reassignment, deferment or hardship discharge
- Financial assistance in emergencies
- Service to patients in military hospitals
- Courses in CPR, First Aid, swimming and lifesaving, parenting, babysitting and more
- Blood: The Red Cross collects, processes, and distributes half the nation's blood supply and may be able to locate a matching rare blood type donor through its rare blood registry

NAVY-MARINE CORPS RELIEF SOCIETY

The vagaries of the naval service often find sailors, Marines and their families without the financial resources to handle life's emergencies. The Navy-Marine Corps Relief Society (NMCRS) is the Naval service's own private, non-profit, charitable, support organization. Established in 1904, NMCRS can provide emergency financial assistance and counseling service in times of temporary need to active duty and retired Navy and Marine Corps service members, their family members and survivors. An annual fund drive conducted by the active duty generates revenue to finance the Society's wide-ranging relief activities.

• Disbursement of Interest-Free Loans and Grants

This is the principal activity of the Society. Loans and grants are available for emergency transportation, shelter, food, utilities, medical and dental expenses, funeral expenses for family members and retirees, essential motor vehicle repairs, scholarships and interest-free education loans, when available.

- **Volunteers Are the Lifeblood**

The Society also provides visiting nurse services, thrift shops, infant layettes, food lockers, budget counseling services and volunteer training classes. The Society is staffed, worldwide, by about 3,000 volunteers and a small, professional, paid staff that provide continuity, training and leadership. Volunteers are the lifeblood of the Society, comprising approximately 92% of the work force.

- **Career Opportunities Abound**

The Navy-Marine Corps Relief Society provides professional-quality, on-the-job training and skills enhancement. If a volunteer decides to enter the commercial job market, letters of reference to prospective employers are provided. Opportunities abound for office receptionists, computer operators, client interviewers, loan collection facilitators, layette handcrafters, Thrift Shop interviewers, Thrift Shop merchandisers, volunteer visiting nurses, budget counseling speakers, public relations and/or marketing experts.

- **Training and Child Care Covered**

The Society provides formal orientation and training courses annually at most larger stations and bases. They are open to all with no obligation to volunteer upon completion. In fact, attendees will be reimbursed for commuting and for childcare expenses incurred.

Because knowledgeable family members are a constructive part of the Navy-Marine Corps team, all new military spouses are encouraged to attend. The course provides factual, current information about the intricacies of the military pay and benefit package, teaches family financial management techniques, and trains prospective volunteer interviewers in social service skills pertaining to Navy-Marine Corps Relief casework policies and procedures. The Society is blessed with a cadre of enthusiastic, hardworking and professional volunteers representing the active duty, family member and retired segments of the military community. You owe it to yourself to check out the opportunities available to you at the Navy-Marine Corps Relief Society. Their number will be located in your base or station directory, or you can contact the Society at their national office at:

Navy-Marine Corps Relief Society
875 North Randolph Street
Suite #225
Arlington, VA 22203
(703) 696-4904
www.nmcrrs.org

CHAPLAIN SUPPORT

The chaplain serves all service members and their families, not just those of the same religious background. The quality of family life is of great concern to the naval service, and chaplains are active in almost all family support programs. Pastoral counseling is provided to all who seek such assistance, regardless of faith. Chaplains are qualified to assist Navy, Marine Corps and Coast Guard spouses in finding solutions to personal, family, marital and spiritual dilemmas. They can direct families to the spiritual resources that can change their lives and sustain them in difficult circumstances.

A spouse may contact the service member's unit chaplain for assistance, or they may turn to chaplains working in a base chapel or Fleet and Family Support Center. Chaplains are available, they care and they are capable. They will assist if at all possible, but if not, they know where the best assistance can be obtained.

NAVAL SERVICES FAMILYLINE

Naval Services FamilyLine is a volunteer-based, non-profit, tax-exempt organization dedicated to improving the quality of life for every sea service family. Established in 1965, and formerly known as Navy Wifeline Association, the new name was adopted in September 1999 to reflect the changing face of today's sea services and to emphasize our commitment to the entire sea service community.

FamilyLine volunteers provide assistance, information, and/or referral in all matters pertaining to the military or its lifestyle. FamilyLine developed the Navy-wide Ombudsman Support Network and the Ombudsman Journal. Its Chairman serves as the Chief of Naval Operation's Ombudsman-at-Large. These volunteers research, compile, write and edit publications and coordinate educational seminars. FamilyLine has Field Representatives at bases around the world to serve as local points of contact.

The policies and programs of FamilyLine are guided by a Board of Advisors which include spouses of both senior officers and enlisted personnel, active duty personnel and representatives of other service-oriented organizations. Every Navy, Marine Corps and Coast Guard spouse, family member or active duty/reserve service member is automatically a member of FamilyLine with no membership fee or registration requirement. FamilyLine is financed solely by contributions.

FamilyLine writes, publishes and provides free of charge a variety of informational literature on topics from social customs and traditions to planning and managing financial and personal affairs. For a complete listing of all of FamilyLine's publications, please refer to our list of Publications & References in this booklet. To request our FREE PRINTED MATERIALS, or for more information, please call or write:

Naval Services FamilyLine
 1043 Harwood Street, S.E., Suite 100
 Washington Navy Yard, DC 20374-5067
 Phone: 202-433-2333 Toll Free: 1-877-673-7773
 DSN: 288-2333
 Fax: 202-433-4622
 E-mail: nsfamline@aol.com
www.cnmc.navy.mil/FamilyLine
 Office hours: Monday – Friday, 10:00 a.m. – 1:00 p.m. EST
 (Please leave a message on the answering machine if calling after hours)

SPOUSES' CLUBS

Navy Wives Clubs of America (NWCA)

NWCA is a national organization composed of an elected Board of national officers, five regional presidents and over 70 local clubs. Their purpose is to provide welfare and educational projects for Navy families, promote and encourage friendships among spouses, and welcome new services spouses aboard. Nationally, the group is noted for its Scholarship Foundation.

Active membership is open to all spouses of enlisted members of the sea services (Navy, Marine Corps and Coast Guard) who are either active duty, reserve, retired or the widow/widower of a service member. Associate membership can be granted to those who are not eligible for active status. For more information, write to:

Navy Wives Club of America
 P.O. Box 2606
 Jacksonville, FL 32203-2606
 1-866-511-NWCA (6922)
www.navywivesclubofamerica.org

LEGAL ASSISTANCE

The Department of the Navy Legal Assistance Program helps active duty and retired service members and their families resolve personal legal problems. Legal assistance attorneys are Navy and Marine Corps Staff Judge Advocates who are members of the civilian bar in at least one jurisdiction. Legal assistance offices are located at Naval Legal Service Offices (NLSO), detachments and at Marine Corps law centers all over the world. Staff Judge Advocates also provide limited legal assistance at some installations. Most are able to provide pre-deployment necessities such as wills and power-of-attorney documents.

Although assistance was officially authorized in 1984, the program is not directly funded. Accordingly, services are provided as available. At certain times and locations, services may not be available at all, and they will vary at each base or installation depending on the number and expertise of the legal assistance office to determine what services are offered and whether the office takes appointments, walk-ins or both. They can usually refer you to a list of attorneys in the community if not able to help directly.

Generally, your spouse's command will handle legal issues related to the command. If they cannot, or are deployed, then it is good to know where to turn. What are some situations where you may need to ask their advice?

- If you are a club advisor, there may be times you need a legal question answered.
- Can the support group hold a raffle?

For detailed answers to these questions, and any others you may have, contact your local Legal Services Office. Do not take chances. It is better to be safe than sorry.

NATIONAL MILITARY FAMILY ASSOCIATION

The National Military Family Association (NMFA) is a volunteer, non-profit organization open to active duty, reserve and retired military personnel of the seven uniformed services and their families.

Activities are directed primarily toward educating military families about their rights and benefits and informing policy-makers about the unique aspects of military life. Current issues include health care, spousal employment, housing, education, retirement and survivor benefits, former spouses, and compensation for PCS moves. For more information, you can contact NMFA at:

National Military Family Association, Inc.
2500 North Van Dorn, Suite 102, Alexandria, VA 22302;
(703) 931-6632;
Fax: (703) 931-4600; Web site: www.nmfa.org.

CHILD CARE

In view of the increasing number of working spouses, Navy Child Development Centers (CDCs) have become important to the naval service spouse. Knowing that their children are cared for in safe and well-run centers, military personnel have the peace of mind they need to perform their jobs more effectively.

In 1989, more than 20,000 children passed through the doors of the Navy CDCs each day, and the length of the waiting list at most facilities indicates that the need is growing. Attempting to meet the needs of military families seeking child care at all our bases is a challenge, but there is an ongoing process of encouraging each center to provide the best child development programs available. Care may be provided on a regularly scheduled and part-time basis, and sometimes on a drop-in basis. It is important that each parent learn how to evaluate a CDC and the programs they offer by regularly visiting the center.

Family Home Care (FHC) has been authorized at many installations. FHC is care for children in government quarters. FHC is a viable alternative to center-based care and an excellent way to provide care for mildly ill, newborns and special needs children. The FHC program operates as an adjunct of the CDC at your installation. CO/XO spouses, CMDCM/COB spouses, along with the Ombudsman/Key Volunteer, can help the working spouses in their command by informing them about what is available in their area.

ARMED FORCES HOSTESS ASSOCIATION

The Armed Forces Hostess Association (AFHA) is a volunteer group of military spouses who provide information about military bases all over the world to families transferring to new duty stations. From AFHA's extensive files of unclassified information, volunteers will assemble a packet of information on the transferee's new duty station.

When requesting information on a new duty station, please include your name, rank of the service member, branch of service, phone number, address, new duty station, departure and arrival dates, and family facts, including children's ages, pets and any special needs that should be addressed. AFHA can be reached at:

Armed Forces Hostess Association;
Pentagon, Room 1A-736; 6604
Army, Pentagon;
Washington, D.C. 20310-6604;
(703) 697-3180/6857; DSN: 227-6857;
Hours – 9:30 a.m. to 2:30 p.m. EST.
www.army.mil/afha/main.html

USO (UNITED SERVICE ORGANIZATIONS)

United Service Organizations is chartered by Congress to meet the human service needs of the United States Armed Forces personnel and their families. The USO's mission is to ensure the welfare of the dedicated men and women of the Armed Forces in exchange for the protection and freedom they provide. The USO's more than 170 off-station facilities are located in the continental United States (CONUS) and in many overseas U.S. military areas. Your local USO may offer discount or free tickets to attractions, tours and other entertainment. You will find USO centers in many airports around the world, providing the military flier a respite from their travels.

The United Service Organizations, Inc. (USO) is enlisting support of individuals around the world to support the troops through Operation USO Care Package. These packages are being delivered to members of the U.S. Armed Forces deployed around the world to show them they have not been forgotten and to provide a 'touch of home'.

USO -Metro works very closely with Walter Reed Army Medical Center and the National Naval Medical Center at Bethesda to provide entertainment, services, and support for service members injured in the war on terror. USO-Metro has initiated several programs to help support these heroes, and provides emergency housing,

phone cards, taxi vouchers, and food assistance to wounded service members and their families. As the patients recover, USO-Metro arranges excursions outside the hospital to activities such as local sporting events and concerts. For the patients who are not able to leave the hospital walls, USO-Metro arranges celebrity handshake tours to boost the morale of these patients, and concerts and events on hospital grounds.

Learn more about USO at their web site: www.uso.org

COMPASS

COMPASS is a standardized Team-Mentoring program developed by spouses for spouses. COMPASS focuses on spouses new to the Navy, however; all spouses are welcome. COMPASS improves quality of life through education, enabling spouses to understand, experience and meet the challenges of the Navy lifestyle. With this knowledge and realistic expectations, their journeys can be successful and rewarding.

COMPASS is a 12-hour program taught in three four-hour sessions. With Mentors acting as discussion leaders, participants are encouraged to ask any questions they may have in a non-judgmental climate. There is no rate, rank, or community in COMPASS. There is typically one Mentor Team at each location.

Participants are introduced to many aspects of the Navy. The standardized curriculum includes need-to-know topics such as the Navy mission, history, organization, customs and traditions, rights and benefits (health, use of the commissary and exchange, Fleet and Family Support Centers), deployment, pay, moving, interpersonal communication, and investing in self and community. Another important benefit of COMPASS is the opportunity for spouses to establish a peer network. Because experienced spouses pass on their Navy lifestyle insights, the concept of “helping others to help themselves” is clearly observable and becomes an on-going action-oriented process.

For more information and current information call 1-877-673-7773 or email the COMPASS Program Director at nsfamline@aol.com.

ADDITIONAL SERVICES

Other military and civilian agencies in the local area provide many additional support services about which the CMC's spouse is encouraged to know. These include the Navy League of the United States, Better Business Bureau, Neighborhood Watch groups and Crisis Intervention Programs. You may obtain a complete listing of these support organizations and a description of their roles from the Fleet and Family Support Center in your area.

FREQUENTLY ASKED QUESTIONS

- 1. I've seen other CMDCM/COB spouses that are extremely involved and seem to know exactly what to do. I feel clueless – can you help me?**

You're not the first spouse to feel this way. Read this book, and then try to meet other CMDCM/COB spouses to form a support network for yourself. Get to know the members of the Command Support Team and your ombudsman. Also, when you meet a new CMDCM/COB spouse, go out of your way to be available as a mentor to them.

- 2. I feel left out of things sometimes – the Officers spouses have their own group and the CPO spouses keep me at a distance. Why is this happening?**

This happens sometimes to spouses of senior leadership personnel. You've heard the saying "It's lonely at the top?" Well, it can be. Just try to be open and friendly, and most importantly, sincere. Eventually others will accept you for yourself and not as someone who is trying to boss them around or who thinks they are better than them. You may want to consider having a chief spouse event to foster camaraderie.

- 3. I support my husband's career, but I really don't have time to be very involved. Can I limit my involvement to one area, or is it all or nothing?**

If you feel that you can only concentrate on one area, feel free to do so. You may decide you only want to edit the newsletter every month, or plan a holiday party for the children. Make sure the CO and your husband know what you'll be doing so that they can assign someone else to fulfill other responsibilities that would normally fall to you. You determine how much or how little you can do for the command.

- 4. Do I have to attend command functions, social events and receptions?**

No, you don't have to, but if at all possible, try to attend some things. You'll find that you can have a good time at these events and they give you a chance to meet other spouses that share your experiences.

- 5. Will I be asked to stand in if we don't have an ombudsman for a period of time?**

Generally, Command Support Team members are discouraged from officially holding the position of ombudsman. However, if an ombudsman leaves unexpectedly, or has a family emergency or takes leave, you may be asked to fill in until he/she returns or another one is appointed. It should never be for an extended period of time. This is one reason why you are encouraged to attend Ombudsman Basic Training. Also be proactive by sending additional people who

are interested in being future Ombudsman to training, this will only help your command.

6. We just got married and I know nothing about the Navy. How can I be an effective member of the Command Support Team?

First of all, welcome to a wonderful organization. Be assured that there are others out there that will help you acclimate to this strange new world you've entered. As soon as possible, attend a COMPASS course (see section in book). Let the other CST members know of your concerns and they will guide you along each step of the way. Most importantly, don't pretend to know things you don't or pretend you've experienced things you haven't. Your sincerity will win over any exaggerations.

7. When we attend an official event or dinner, I seem to be one of the only civilians following flag protocol. Should I continue to do so, alone, or do as the other folks are doing, even though it's incorrect?

Follow protocol. Hopefully, others will start to follow your example.

8. I feel like everyone watches every move we make, both professionally and personally. I hate to feel like we're being judged. Do others in this position feel this way?

Yes, unfortunately, some people will watch you. Some see you as an example of how to do things correctly, and a few are waiting for you to mess up. Be confident and secure in who you are, and what you do, have a strong moral and ethical code, and just try to ignore other people's judgments.

9. If my husband (or wife) makes a mistake, will they be fired?

If you read the news, you may occasionally find issues being raised with someone in a leadership role. It would have to be pretty bad to be fired over it. Your spouse did not get to where they are by being careless or incompetent. Don't worry about this and if the worse case happens, you'll find the strength to deal with it. Some people will gossip, but more people will stand by you.

10. My husband's CO wants me to call him by his first name, all the time. I call him by his title in front of command members and he always makes a big deal of it. What should I do?

Continue to call him by his title unless it's a truly social event, in civilian clothes. Even there, though, if junior command members are present, you should use his title.

Core values are key values an organization adopts to achieve its purpose and ensure its survival. They are so vital that conduct which threatens or erodes them is considered unethical and a threat to the organization's ultimate survival.

Three words: *honor, courage and commitment*, describe the Navy's core values. *Honor* involves the demonstration of fidelity, respect, honesty, responsibility and integrity. *Courage* has elements of loyalty, patriotism, valor, sacrifice, purposefulness and conviction. *Commitment* encompasses competence, teamwork, reliability, self-discipline, sacrifice, perseverance, concern and respect.


















Throughout history, the Navy has successfully met all its challenges. America's naval service began during the American Revolution. When on October 13, 1775, the Continental Congress authorized a few small ships creating the Continental Navy. Esek Hopkins was appointed Commander-in-Chief and 22 officers were commissioned, including John Paul Jones.

From those early days of naval service, certain bedrock principles or core values have carried on today. They consist of three basic principles.































HONOR: "I will bear true faith and allegiance..." Accordingly, we will: conduct ourselves in the highest ethical manner in all relationships with peers, superiors and subordinates; be honest and truthful in our dealings with each other, and with those outside the Navy; be willing to make honest recommendations and accept those of junior personnel; encourage new ideas and deliver the bad news, even when it is unpopular; abide by an uncompromising code of integrity, taking responsibility for our actions and keeping our word; fulfill or exceed our legal and ethical responsibilities in our public and personal lives twenty-four hours a day. Illegal or improper behavior or even the appearance of such behavior will not be tolerated. We are accountable for our professional and personal behavior. We will be mindful of the privilege to serve our fellow Americans.

COURAGE: "I will support and defend..." Accordingly, we will have: courage to meet the demands of our profession and the mission when it is hazardous, demanding, or otherwise difficult; make decisions in the best interest of the Navy and the nation, without regard to personal consequences; meet these challenges while adhering to a higher standard of personal conduct and decency; be loyal to our nation, ensuring the resources entrusted to us are used in an honest, careful, and efficient way. Courage is the value that gives us the moral and mental strength to do what is right, even in the face of personal or professional adversity.

NAVY ENLISTED RANKS AND ISIGNIAS

Paygrade	Rate	Abbreviation	Upper Sleeve	Collar and Cap
E-1	Seaman Recruit	SR		None
E-2	Seaman Apprentice	SA		None
E-3	Seaman	SN		None
E-4	Petty Officer Third Class	PO3		
E-5	Petty Officer Second Class	PO2		
E-6	Petty Officer First Class	PO1		
E-7	Chief Petty Officer	CPO		
E-8	Senior Chief Petty Officer	SCPO		
E-9	Master Chief Petty Officer	MCPO		
E-9	Master Chief Petty Officer Of the Navy	MCPON		

NAVY OFFICER RANKS AND INSIGNIAS

Paygrade	Rank	Abbreviation	Collar	Shoulder	Sleeve
O-1	Ensign	ENS			
O-2	Lieutenant Junior Grade	LTJG			
O-3	Lieutenant	LT			
O-4	Lieutenant Commander	LCDR			
O-5	Commander	CDR			
O-6	Captain	CAPT			
O-7	Rear Admiral (Lower Half)	RDML			
O-8	Rear Admiral (Upper Half)	RADM			
O-9	Vice Admiral	VADM			
O-10	Admiral	ADM			

NAVY OFFICER RANKS AND INSIGNIAS

PUBLICATIONS & REFERENCES

FamilyLine is an organization of Navy Family volunteers who believe in sharing experiences, strength and hope as military spouses. This collective knowledge is offered in various guideline series booklets. FamilyLine is happy to provide education resources, spouse organization contacts, and information & referral to any family members as well. To obtain additional free copies of our publications, contact us at:

Phone: 202-433-2333

Toll Free: 1-877-673-7773

DSN: 288-2333

Fax: 202-433-4622

Email: nsfamline@aol.com

Website: www.cnmc.navy.mil/FamilyLine

GUIDELINE SERIES PUBLICATIONS OFFERED BY NAVAL SERVICES FAMILYLINE:

SEA LEGS

Get started on the right foot-- a handbook for all Navy spouses! A must for the spouse new to the military lifestyle! Sea Legs contains useful information on matters such as family support services, rights, privileges and benefits, moving, health and medical care, social customs and courtesies, and deployments. The Navy's history, its mission and structure, a naval terms glossary, and a very useful list of resource addresses are also included.

GUIDELINES FOR LAUNCHING CLUBS AND FAMILY READINESS GROUPS

Most military spouses feel that being a part of Command-sponsored organizations are among the most valued opportunities of their military lives. These organizations provide a lot of fun, friendship, and support we all need and enjoy. This booklet was created to help new groups get started. It is also filled with helpful information, guidelines, and new ideas to revitalize existing organizations. There are tips for getting started, suggestions on organization and structure, and lots of ideas for programs, activities, service projects, and fun fund-raising.

SOCIAL CUSTOMS AND TRADITIONS OF THE SEA SERVICES

Piping Aboard, Parade Review, Colors and Taps, Saluting, Change of Command -- Most traditions observed by the sea services today originated in early history. This concise booklet acquaints spouses with the social customs, traditions, and organizations that are part of the sea service communities. Knowing the history helps enjoy the traditions. Understanding the customs puts you at ease.

GUIDELINES FOR SPOUSES OF COMMANDING OFFICERS & EXECUTIVE OFFICERS

Exciting, busy times ahead! Not sure what the expectations are in your spouse's new position? Need a hand getting organized? This booklet is an invaluable aid in

defining the spouse's role as part of the Command Support Team. It was written by Navy spouses who have experienced the command tour and offers practical insights. Included is information specific to each of the sea services, including deployments, support resources and emergency guidelines. This guide is also an excellent supplement to materials when attending the Command Spouse Leadership Seminar.

GUIDELINES FOR THE SPOUSES OF COMMAND MASTER CHIEFS (CMDPCM) & CHIEFS OF THE BOAT (COB)

Recently revised with the help of senior enlisted spouses who have experienced the CMDPCM/COB tour! With the inauguration of the new Command Master Chief Spouse Leadership Course in Newport, RI, this companion guide is an invaluable resource for the CMDPCM/COB Spouse. It helps you define the important role of the CMDPCM/COB Spouse and offers ideas on how to decide what is right for you. Included is information specific to each of the sea services, such as deployments, support resources and emergency guidelines.

GUIDELINES FOR SPOUSES OF CHIEF PETTY OFFICERS

Congratulations! Your Sailor has just been selected for advancement to Chief Petty Officer! The spouses of the 2003 Senior Enlisted Panel have put together this booklet of information just for you. It is full of good references and practical answers to your questions.

GUIDELINES FOR SPOUSES OF INDIVIDUAL AUGMENTEES (IAs)

Sailors and their families must always be ready for deployment. Deploying as an Individual Augmentee (IA) may pose unique challenges for you and your family. This handbook provides basic information to help you navigate the IA experience.

GUIDELINES FOR NAVY RESERVE FAMILIES

This guide is designed to provide Reserve members and their families with information that will assist them in preparing for their military lives. The helpful material is written by personnel from the Family Support Program, Navy Reserve Forces Command, and experienced Reserve spouses.

ARE YOU READY? GUIDELINES FOR NAVY FAMILY EMERGENCY PREPAREDNESS

Today's ever changing world presents an increased need for emergency preparedness. Naval service families must also be prepared - with or without their sailor. This handbook provides vital information to ensure families are prepared as their own "first responders". Included in the handbook is valuable information on creating a Family Emergency Plan, completing Emergency Contact Cards, and compiling an Emergency Supplies Kit. Additionally, there is detailed information regarding what to do before, during, and after different types of emergency situations.

MAGAZINES/NEWSPAPERS/GUIDES

All Hands Magazine; NAVMEDIACEN, Publishing Division, Naval Station Anacostia; Bldg. 168, 2701 S. Capitol Street, S.W.; Washington, D.C. 20374-5077; Phone -(202) 433-4139/4179

Armed Forces Journal; Suite 520, 2000 L Street, N.W.; Washington, D.C. 20036

Customs Highlight for Government Personnel; U.S. Customs Service; P.O. Box 7407; Washington, D.C. 20044

Family Magazine; P.O. Box 4993; Walnut Creek, CA 94596 (Published monthly)

Help Your Widow While She's Still Your Wife; Harry S. Hayman, CWO, USCG (Ret.) and Carl G. Franke, CWO, USA (Ret.); The Military Officer Association of America; 201 N. Washington Street; Alexandria, VA 22314 (Revised 1988)

Military Lifestyle Magazine, 1732 Wisconsin Avenue, N.W.; Washington, D.C. 20007 (Published monthly)

Military Living's Temporary Lodging Around the World, Military RV, Camping and Recreation Areas Around the World, Military Space Available Air Opportunities Around the World, Military Living Publications; P.O. Box 2347; Falls Church, VA 22042

National Military Family Association Newsletter, 2500 North Van Dorn, Suite 102, Alexandria, VA 22302; (703) 931-6632; Web site: www.nmfa.org.

Off-Duty Magazine; 3303 Harbor Blvd., Suite C-2; Costa Mesa, CA 92626 (Published monthly)

Sea Power; The Navy League of the United States; 2300 Wilson Blvd., Arlington, VA 22201-3308

Survival Kit for Overseas Living, L. Robert Kohls, Intercultural Press, 2nd Edition, P.O. Box 768, Yarmouth, ME 04096

TNR The Navy Reservist; 1915 Forrestal Drive, Norfolk, VA 23551-4615; (757) 322-5624.

U.S. NAVY PUBLICATIONS

Children with Special Needs; A Navy Parent Handbook; Commanding Officer; Naval Publication and Form Center; 5801 Tabor Avenue; Philadelphia, PA 19120

It's Your Move; Navy Department, Naval Supply System Command, c/o Personal Property; 1921 Jefferson Davis Highway, Crystal Mall Bldg. 2; Arlington, VA 22202

Selected U.S. Government Publications; Superintendent of Documents; U.S. Government Printing Office; Washington, D.C. 20402

U.S. MARINE CORPS PUBLICATIONS

Commanding Officer's Reference Guide, official U.S. Marine Corps publication for the Marine Corps Family Readiness Program.

Key Volunteer Reference Guide, official U.S. Marine Corps publication for the Marine Corps Family Readiness Program.

Parade Rest, a guide to protocol and social customs. Published by the Marine Corps Association, and available through the MCCS Personal Services Branch.

Roses and Thorns, A Handbook for Marine Corps Enlisted Spouses, published by the Marine Corps Association and available through the MCCS Personal Services Branch.

U.S. COAST GUARD PUBLICATIONS

The Bulletin, published by the Coast Guard and available from Work-Life and your command. Articles of general interest to Coast Guard members and families.

RESOURCES/WEBSITES

Disclaimer: Web addresses change frequently. All information reflects our best knowledge at the time of printing. We regret any errors.

GENERAL MILITARY INFO/ASSISTANCE

United States Navy

Official Department of the Navy Website

Website: www.navy.mil

Navy Customer Service Center

Call toll-free, 24hour/7days/week 1-866-U-ASK-NPC (1-866-827-5672)

Receive a variety of information on many important topics including: pay and benefits, service record information, PCS moves, reenlistments, continuation, promotion, advancement, fit reps/evals, and rating conversion.

Military One Source

Military One Source is the newest member of your military community support team, provided by the Department of Defense at no cost to service members and their families.

Phone: 1-800-342-9647

Website: www.militaryonesource.com

User ID: military

Password: onesource

Morale Welfare and Recreation (MWR)

Website: www.mwr.navy.mil

Department of Veterans Affairs

Phone: (800) 827-1000 Ask for Benefits Department

Website: www.va.gov

USO Home Page

Website: www.uso.org

USAA

Website: www.usaa.com

Navy Mutual Aide Association

Phone: 1(800) 628-6011

Website: www.navymutual.org

ID CARDS/DEERS

DEERS (Defense Eligibility Enrollment Reporting System)

To enroll in DEERS or make changes to address.

Phone: 1-800-538-9552.

In California, call 1-800-334-4162

In Alaska or Hawaii, call 1-800-527-5602

Website: www.TRICARE.osd.mil

To change your address with DEERS via the internet, go to the website, then click on the drop-down menu and select “address change.”

E-mail: addrinfo@osd.pentagon.mil

RAPIDS

To find the office closest to you to obtain an ID card

Website: www.dmdc.osd.mil

In the left column, scroll down and click on “Rapids Site Locator”

TRICARE – Military Healthcare

Website: www.tricare.osd.mil

TRICARE – Dental Program

Administered by United Concordia Companies Inc.

Phone: 1-800-866-8499

Website: www.ucci.com

TRICARE Reserve Select is a premium-based health plan available worldwide to Selected Reserve members of the Ready Reserve (and their families) who are not eligible for or enrolled in the Federal Employee Health Benefits (FEHB) or currently covered under FEHB, either under their own eligibility or through a family member. When enrolled in TRICARE Reserve Select, you may visit any TRICARE-authorized provider, network or non-network. Care at military treatment facilities is on a space-available basis only. You do not need a referral for any type of care but some services may require prior authorization. The type of provider you see determines how much you’ll pay out-of-pocket. If you’re visiting a network provider, you’ll pay less out of pocket and the provider will file claims for you. Log onto www.tricare.mil to learn more.

PCS/MOVE ASSISTANCE

Navy Housing

Website: www.housing.navy.mil

For Family Housing websites, click on “Links” then click on “Family Housing”

BAH (Basic Allowance for Housing) information:

Website: www.defenselink.mil/militarypay/pay/bah

PCS

Help with your move

Http: www.housing.navy.mil

SITES (Standard Installation Topic Exchange Service)

Find out about your next base.

Website: www.dmdc.osd.mil

Click on "Activity Locators"

Click on "Sites"

Military Acclimate

Provides personalized information on the financial impact of moving.

Website: www.militaryacclimate.com

Household Goods

Naval Supply Systems Command Pages

Website: www.navsup.navy.mil

Click on "Smart Move"

Ultimate Moving Checklist

Submarine Wives Club

Website: www.submarinewivesclub.org

Military Teens on the Move

Explore your new community before you arrive.

Website: www.dod.mil/mtom

LODGING/HOUSING

Navy Lodge Home Page

Where to stay temporarily.

Phone: 1-800-NAVY-INN (1-800-628-9466)

Website: www.navy-lodge.com

Navy Bachelor Housing Worldwide Directory

Index of BEQ/BOQs

Websites: www.housing.navy.mil/bqwwd/default.htm

Air Force/NNS Worldwide Directory

Phone 1-888-aflodge (1-888-235-6343)

www.afsv.af.mil/LD/

Army Lodging

Phone: 1-800-go-Army 1

Website: www.housing.army.mil

Navy Housing

Website: www.housing.navy.mil

Basic Allowance for Housing - BAH

Website: www.dtic.mil

COLA and Overseas Housing Allowance

Website: <https://secureapp2.hqda.pentagon.mil/perdiem/>

Household Goods – CONUS Arrangements

Website: www.smartwebmove.navsup.navy.mil

Veterans Administration Home Loans

Website: www.va.gov

Click on “Home Loans”

PAY/ALLOWANCES/FINANCIAL ASSISTANCE**Pay and Allowances**

Website: www.dod.mil/dfas/

Basic Allowance for Housing - BAH

Website: www.defenselink.mil/militarypay/pay/bah

COLA and Overseas Housing Allowance

Website <https://secureapp2.hqda.pentagon.mil/perdiem/>

Household Goods – CONUS Arrangements

Website: www.smartwebmove.navsup.navy.mil

Thrift Savings Plan

Website: www.tsp.gov

OSGLI – Office of Service Member’s Group Life Insurance

Phone: (800) 419-1473

Website: www.insurance.va.gov

Additional information on SBP can be found at:

www.dod.mil/dfas/

Social Security Administration

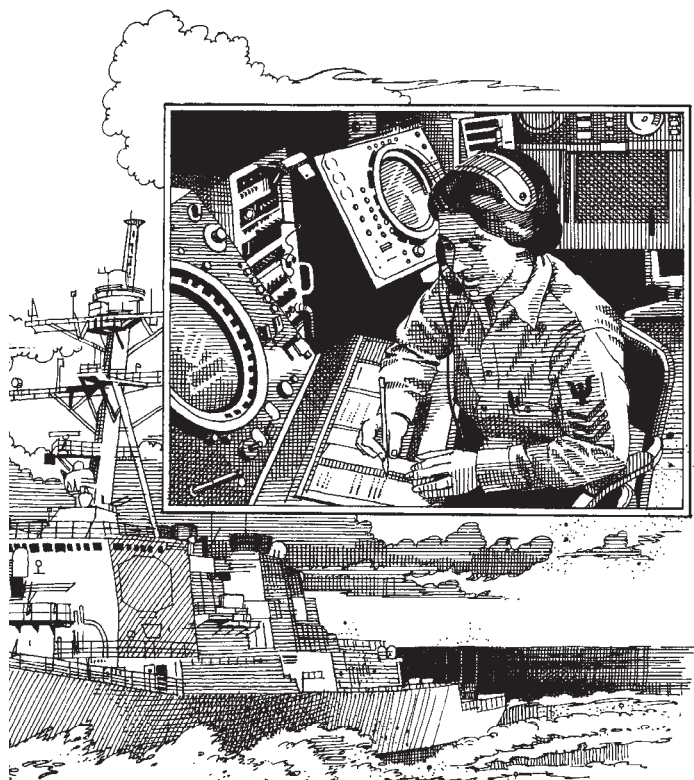
Request for statement

Phone (800) 772-1213

Website: www.ssa.gov

COMMITMENT: “I will obey the orders...” Accordingly, we will: demand respect up and down the chain of command; care for the safety, professional, personal and spiritual well-being of our people; show respect toward all people without regard to race, religion, or gender; treat each individual with human dignity; be committed to positive change and constant improvement; exhibit the highest degree of moral character, technical excellence, quality and competence in what we have been trained to do. The day-to-day duty of every Navy man and woman is to work together as a team to improve the quality of our work, our people and ourselves.

Chief Petty Officers are the guardians of our Navy’s heritage and traditions. This is not collateral to their other military and professional responsibilities. In fact, it may be the most important long-term obligation that comes with the khakis and anchors. Discussion on this topic of our Navy’s core values of honor, courage and commitment within the framework of our heritage should evoke great pride in our service. Pride in yourself, the mess and the Navy you serve binds our CPO community.



Navy and Marine Corps Relief Society

Financial, educational and other assistance

Telephone: Headquarters (703) 696-4904

Website: www.nmcrrs.org

SPOUSE EMPLOYMENT

Military Spouses Career Network Website

Website: www.mscn.org

Spouses Employment Assistance Program (SEAP)

Website: www.npc.navy.mil click on “Support & Services” then click on “SEAP”

DOD Job Search

Website: <http://dod.jobsearch.org>

Military Spouses’ Career Network

Website: www.mscn.org

Spouse Organizations

Surface: www.surfacepouses.navy.mil

Submarine: www.submarinewivesclub.org

DONHR- Human Resource Service Centers

Website: www.donhr.navy.mil/hrsc

FAMILY/CHILDREN

Fleet and Family Support Centers (FFSC)

Website: www.npc.navy.mil click on “Support Services” then click on “Family Support”

Naval Services FamilyLine

Website: www.cnrc.navy.mil/FamilyLine

1-877-673-7773 (toll-free)

You may also call FamilyLine toll free at 1-877-673-7773 to get the phone number for the FFSC closest to you.

Website: Military Assistance Program (MAP)

www.dod.mil/mapsite

Military Child Education Coalition

Website: www.militarychild.org

Military One Source

Military One Source is the newest member of your military community support team, provided by the Department of Defense at no cost to service members and their families.

Phone: 1-800-342-9647

Website: www.militaryonesource.com

User ID: military

Password: onesource

STOMP (Specialized Training of Military Parents)

A federally funded parent training and information center established to assist military children with special education or health needs.

Website: www.stompproject.org

Child Development Centers

Website: www.mwr.navy.mil

Click on “CDC” in select your page drop down box

National Military Family Association

Phone (703) 823-6632

Website: www.nmfa.org

Military Teens on the Move

Explore your new community before you arrive.

Website: www.dod.mil/mtom

DEPLOYMENT ASSISTANCE**Deployment Tips**

See deployment pages at Submarine Wives Club website

Website: www.submarinewivesclub.org

I Love You Kids

They send free monthly newsletters. You can also mail order gifts for your spouse at sea and the kids at home during deployment or away at college.

Website: www.iloveyoukid.com

Fleet and Family Support Centers (FFSC)

Website: www.npc.navy.mil click on “Support & Services Family Support”

EDUCATION

Department of Defense Dependents Schools

Phone: (703) 696-4235

Website: www.dodea.edu/

DANTES (Voluntary Education Program)

Detailed information on DANTES programs and services, and links to the voluntary education programs, Veterans Affairs, Department of Education and many other educational sites.

Website: www.voled.doded.mil

Military One Source

Military One Source is the newest member of your military community support team, provided by the Department of Defense at no cost to service members and their families.

Phone: 1-800-342-9647

Website: www.militaryonesource.com

User ID: military

Password: onesource

Scholarships

The Navy Memorial Association Links

Website: www.lonesailor.org

Dolphin Scholarship Foundation

For children and stepchildren of qualified active, retired and former members of the Submarine Force.

Website: www.dolphinscholarship.org

SURFLANT Scholarship Foundation

For dependants of qualified active duty and retired personnel of COMNAVSURFLANT.

757-480-8646

Website: www.cns1.spear.navy.mil/scholarship

Scholarships for Military Children Program

Sponsored by the Defense Commissary Agency (DECA) and the Fisher House Foundation.

Website: www.commissaries.com

Chief Petty Officer Scholarship Association

For children of Chief Petty Officers of the sea services. Sponsored by Chief Petty Officers world-wide.

Website: www.seaaa.org/scholarship.htm

Navy Marine Corps Relief Society

See Education page.

Website: www.nmcrrs.org

SHOPPING RESOURCES**Navy Exchange Home Page**

Shop on line.

Website: www.navy-nex.com

Marine Corps Exchange

Shop on line.

Website: www.usmc-mccs.org

AFFES (Army and Air Force Exchange Services)

Shop on line.

Website: www.aafes.com

Commissary

Get location and hours of your closest commissary, and see what is on sale this week.

Website: www.commissaries.com

NAVY FACTS/TRIVIA**Navy Trivia**

www.goatlocker.org

www.sgaus.org

www.cpf.navy.mil

www.usmilitary.about.com

NAVAL ACRONYMS & ABBREVIATIONS

ADAPT – Active Duty Assistance Program Team
AOC – Aviation Officer Candidate
APO – Army and Air Force Post Office
ASAP – As Soon As Possible
AT – Annual Training
AWOL – Absent Without Leave
BAH – Basic Allowance for Housing
BAQ – Basic Allowance for Quarters
BAS – Basic Allowance for Subsistence
BEQ – Bachelor Enlisted Quarters
BOQ – Bachelor Officer Quarters
BUMED – Bureau of Medicine and Surgery
BUPERS – Bureau of Naval Personnel
CACP – Casualty Assistance and Calls Program
CACO – Casualty Assistance Calls Officer
CDC – Child Development Center
CEA – Chief Enlisted Advisor
CHINFO – Chief of Information
CMDCM – Command Master Chief
CNO – Chief of Naval Operations
CNP – Chief of Naval Personnel
CNRFC – Commander, Navy Reserve Forces Command
CO – Commanding Officer
COB – Chief of the Boat
COLA – Cost of Living Allowance
COMRATS – Commuted Rations
CONUS – Continental United States
COS – Chief of Staff
CPO – Chief Petty Officer
DEERS – Defense Eligibility Enrollment Reporting System
DOD – Department of Defense
DODDS – Department of Defense Dependent Schools
DSN – Defense Switchboard Network
DVA – Department of Veterans' Affairs
EAOS – End of Active Obligated Service
EFMP – Exceptional Family Member Program
EOS – Expiration of Service
ESGR – Employer Support of the Guard and Reserve
ETA – Estimated time of arrival
ETD – Estimated time of departure
EXEC – Executive Officer
FFSC – Fleet and Family Support Center
FITREP – Fitness Report
FLTCM – Fleet Master Chief

FMF – Fleet Marine Force
 FORCM – Force Master Chief
 FPO – Fleet Post Office
 FRG – Family Readiness Group
 FRO – Family Readiness Officer
 FTS – Full Time Support
 FTTD – Full-Time Training Duty
 HQMC – Headquarters, Marine Corps
 IDT – Initial Active Duty Training
 IRR – Individual Ready Reserve
 JAG – Judge Advocate General (lawyer)
 JCS – Joint Chiefs of Staff
 JNROTC – Junior Naval Reserve Officer Training Corps
 JRB – Joint Reserve Base
 KVN – Key Volunteer Network
 LDO – Limited Duty Officer
 MCAS – Marine Corps Air Station
 MCPON – Master Chief Petty Officer of the Navy
 MEB – Marine Expeditionary Brigade
 MEF – Marine Expeditionary Force
 MEU – Marine Expeditionary Unit
 MOS – Military Occupational Specialty
 MWR – Morale, Welfare and Recreation
 NAS – Naval Air Station
 NAVFAC – Naval Facility
 NAVSTA – Naval Station
 NCO – Noncommissioned Officer
 NLAO – Naval Legal Assistance Office
 NLSO – Naval Legal Service Office
 NMC – Naval Medical Command
 NOSC – Navy Operational Support Center
 NsMCRS – Navy Marine Corps Relief Society
 NROTC – Naval Reserve Officer Training Corps
 OAL – Ombudsman-at-Large
 OCONUS – Outside CONUS
 OCS – Officer Candidate School
 OOD – Officer of the Deck
 OPNAV – Office of the Chief of Naval Operations
 OSD – Office of the Secretary of Defense
 OTIS – Overseas Transfer Information Service
 PAO – Public Affairs Officer
 PCO – Prospective Commanding Officer
 PCS – Permanent Change of Station
 POC – Point of Contact
 POD – Plan of the Day

POE – Port of Embarkation
POW – Plan of the Week
PSD – Personnel Support Detachment
PXO – Prospective Executive Officer
RAC – Relocation Assistance Center
RC – Reserve Components
RCC – Regional Command Center
RPA – Reserve Program Administrators
SADT – Special Active Duty for Training
SATO – Scheduled Airlines Ticket Office
SBP – Survivors Benefit Plan
SEA – Senior Enlisted Advisor
SECDEF – Secretary of Defense
SECNAV – Secretary of the Navy
SEL – Senior Enlisted Leader
SGLI – Servicemen’s Group Life Insurance
SITREP – Situation Report
SMCR – Selected Marine Corps Reserve
SOPA – Senior Officer Present Afloat
STARC – State Area Command
TAD – Temporary Additional Duty
TBD – To Be Determined
TFNF – Task Force Navy Family
TLA – Temporary Lodging Allowance
TO – Transportation Office
UA – Unauthorized absence
UCMJ – Uniformed Code of Military Justice
WO – Warrant Officer
XO – Executive Officer

THE FOUL ANCHOR

Somewhere back in the early days of Naval Draftsmen, sailors with artistic ability produced the well-known design that shows an anchor with its chain hopelessly fouled around the shank and arms. It seems very strange that the navies of the world should use an insignia of the one item that is the abomination of all good ocean-going sailors. How such a design could win approval is beyond comprehension. But the fact remains that the sign of the Foul Anchor has become an emblem well known throughout the entire world.

This anchor is the emblem of the rate of a **CHIEF PETTY OFFICER** of the **UNITED STATES NAVY**. Attached to the anchor is a length of chain and the letters “U.S.N.” These identify a Chief Petty Officer of the United States Navy. To a Chief, the letters and anchor have a noble and glorious meaning.



- The “**U**” stands for Unity, which reminds us of cooperation, maintaining harmony and continuity of purpose and action.
 - The “**S**” stands for Service, which reminds us of service to our God, our fellow man and our Navy.
 - The “**N**” stands for Navigation, which reminds us to keep ourselves on a true course so that we may walk upright before God and man, and in our transactions with all mankind, but more importantly, with our fellow Chiefs.
- The “**Chain**” is symbolic of flexibility, and it reminds us of the chain of life that we forge day by day, link by link. May it continually be forged with honor, courage, morality and virtue.
 - The “**Anchor**” is emblematic of the hope and glory, or of the fulfillment of God’s promises to our souls. It is the golden and precious anchor, by which we must keep steadfast in the faith and encouraged to abide in our proper station amidst the storm of temptation, affliction, and persecution.

Acknowledgement

Guidelines for the Spouses of Command Master Chiefs and Chiefs of the Boat have been written and edited by Naval Services FamilyLine in response to requests from Navy, Marine Corps and Coast Guard spouses around the world.

Naval Services FamilyLine is particularly grateful to those CMDCMs, COBs, CEAs, SgtMajs, spouses, the MCPON, the MCPO-CG, and the Sgt.Maj. of the USMC and their spouses who have contributed their invaluable assistance and worldwide experience in preparing this booklet.

Naval Services FamilyLine would also like to thank the men and women at the Naval Media Center in Washington, D.C. for their contribution of much of the military artwork in this publication.



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Fax: 202-433-4622
E-mail: nsfamline@aol.com
www.cnmc.navy.mil/FamilyLine
Office Hours: Monday – Friday
10:00 a.m. – 1 p.m. EST/EDT
(Please leave a message if calling after hours.)

